

Role Profile

Property Services Officer

Operations Directorate

Reporting Structure	Reporting directly to Property Services Manager and contributing to Loreburn's Operations Directorate.
Salary Band	Band – F Scale: £38,500 - £42,630 FTE + on call rota payments Appointment to the salary scale point will be dependent upon skills and experience. Salary progression will occur annually on an incremental basis until the top of the scale is reached, provided delivery of role requirements are demonstrated.
Contract & Hours	Permanent - 35 hours per week, Monday-Friday. (9am-5pm each day with 1 hour lunch break). Participation in out of hours on call rota is a contractual requirement for which separate payment is made.
Workbase	Home based , with a requirement to regularly travel across the region and to attend in person meetings and training events in Dumfries. A notional base of Dumfries is allocated and used to calculate working hours and any required travel time. A dedicated home workspace with reliable internet connectivity is essential. Loreburn will provide all necessary IT equipment, including financial help to set up a comfortable and productive workspace.

Role Summary

The role supports the delivery of our key strategic and operational objectives within our Property Services Team to support customer-led, continuous improvement through effective operational management of Loreburn Housing Association's property services.

This role is responsible for overseeing the effective management of various contracts and services. The primary focus is to ensure the delivery of a value-for-money service that aligns with both the contractual specifications and the needs and expectations of our tenants. This encompasses the management of service chargeable contracts for grounds maintenance, communal close cleaning, fire panel maintenance and servicing, tree works, and door entry system maintenance and servicing. It includes the management of asbestos and legionella contracts as well as the delivery and day to day management of planned investment and cyclical and

compliance programme, adaptations and retrofit programmes, supporting all procurement of property contracts and contract management.

The post carries budgetary responsibility but no line management responsibility.

Working closely with colleagues in the Property Services team and others, the role ensures that the organisation meets its compliance obligations and investment priorities while consistently providing exceptional customer service to our tenants.

You will regularly attend on site to liaise with staff, tenants, stakeholders as required to enhance landlord/customer relations and ensure property services are understood and contractors are delivering as necessary highlighting concerns as needed to the Team Manager.

Our Service Commitment

Delivering a great service experience runs through all we do at Loreburn. This commitment extends to how we work with one another internally, building a culture of respect and professionalism in every interaction.

We take pride in taking ownership of issues, focusing on effective solutions, and applying the principles of our MGI customer service training to deliver consistently high standards. Whether resolving a tenant query, supporting a colleague or leading a team, we are all responsible for creating an experience that feels responsive and solution focused.

This means we:

- Demonstrate care and professionalism in our interactions
- Use initiative to resolve issues and avoid unnecessary delays
- Take personal accountability for the quality of service provided
- Apply learning from our MGI training to enhance service experience
- Work together to deliver joined-up services and support
- Are proactive in improving services and sharing good practice

Regardless of role, this commitment underpins how we work.

Key Responsibilities

Asset Management, Health and Safety and Compliance

- Support the day to day implementation of the cyclical, planned, adaptation and major repair and investment programmes.

- Ensure stock condition information is maintained and updated with a programme of SHQS and EESSH complaint stock condition inspections.
- Ensure Loreburn meets all its legal and regulatory obligations on building safety. With effective delivery of compliance policies for: gas, electric, fire asbestos, water and lift safety etc., you will provide assurance to the Property Services Team Manager.
- Ensure compliance with the government's SHQS and energy performance, Net Zero and sustainability standards.
- Apply strong digital skills to analyse complex data to establish the performance of Loreburn's homes; bring forward option appraisals to make informed decisions; and present insights effectively to stakeholders.
- Ensure that contracts are maintained and appropriately managed for all areas including planned maintenance, asbestos and legionella, service agreements, gas maintenance, grounds maintenance, investment works, adaptations etc.
- Effective performance management of contractors, providing value for money and good customer satisfaction levels.
- Assist the Property Services Team Manager in fulfilling corporate responsibility for health and safety initiatives throughout the Association, collaborating with the in-house Health and Safety Co-Ordinator.

Contract Management

- Support the Property Services Team manager to develop procurement options for contractors, specialist contractors and consultants that ensure the delivery of high-quality programmes of planned activities and exceptional customer satisfaction.
- Maintain a professional working relationship with existing contractors and partners and network/develop new partnerships as appropriate.
- Ensure the complete contract management of planned delegated programmes/projects, on time, to a high quality, prior to certifying works for payment, whilst ensuring commercial risks and variations are raised and managed in a timely and professional manner.
- Ensure clear contractual performance measures are in place. Coordinate the overall contract management of planned programmes. Programmes must be completed on time and to a very high standard. Contractor/consultant performance and response levels shall be effectively managed; Escalations process should be followed if performance outcomes are not met.
- Monitor the performance and service of suppliers and contractors through site visits, inspections, regular operational meetings and key performance data and where necessary challenge substandard performance and make recommendations for corrective actions on complex matters to the Property Services Manager.
- Ensure all contract management and administration for suppliers, contractors, specialists, and consultants is carried out in a compliant and timely way with performance reviews, reports and meetings clearly documented and recorded.

Programme Delivery

- Have experience in all relevant legislation, Planning/Building Standards regulations, and good practice in respect of Planned Activities. Areas include Grounds Maintenance, Cyclical Decoration, Planned Maintenance as well as SHQS, EESSH and component replacements.
- Progress Planned programmes / projects from inception to the end of the Defects Liability Period and beyond, ensuring assets are maintained appropriately and are statutorily compliant.
- Support procurement and appointment of Contractors, Consultants and Specialists as appropriate, in accordance with the Procurement Strategy and the Asset Strategy, observing the Financial Regulations and the relevant Asset Policies.
- Procure professional / specialist / architectural services to support the requirement for estimates, specifications, tender documentation, and specification to support the procurement and delivery of the programmes of planned and cyclical works.
- Adjust specifications and schedules of work as necessary once on site, ensuring an appropriate audit trail is kept and that all changes are effectively communicated.
- Proactively identify and manage all types of risk in relation to aspects of delivery that may impact on the successful outcomes of planned works programmes, escalating to the Property Services Team Manager / Head of Property Services, as necessary.
- Monitor the completion of planned maintenance and investment works and ensure the asset management database is regularly updated, to include life cycles / costings across the programmes, data gathered from stock condition surveys, estate inspections, improvement works, and cyclical activities.
- Ensure all H&S obligations are fully complied with including the Construction (Design and Management) (CDM) Regulations.

Consultation and Involvement

- Ensure tenants are positively informed, consulted and engaged in respect of planned works and investment/retrofit programmes. Use a range of opportunities, including attending tenants' meetings where required, to ensure positive consultation and involvement, and offer choices where practicable.
- Investigate all reports of customer dissatisfaction including complaints and take timely and appropriate action to resolve the issue of concern for the customer. Coordinate the resolution of complaints and support the recycling of learnings back into the Asset Management Strategy, respective policies and working practices.
- Make an effective contribution to meeting both targets and customer expectations and meets KPIs.

- Contribute to the delivery of an on-going quality assurance programme utilising constructive customer feedback.
- Meet the legal and policy requirements for consultation with service charge customers, including shared owners and leaseholders where appropriate)
- Support the resolution of disrepair and insurance claims relating to property condition and alleged service failure, ensuring these are resolved successfully and that any legal or regulatory risk is minimised.

Financial

- Manage the budget for programmes/projects you have been delegated, approving expenditure, and accounting for cost variances, in accordance with the Financial Regulations, policy and strategy, utilising the Homemaster software system.
- Collaborate with the Property Services Team Manager in the preparation of Planned budgets for inclusion in the annual budget with a clear rationale and justification for expenditure levels, delivering delegated programmes within appropriate timescales.
- Collaborate with the Property Services Team Manager and support the production of monthly management accounts, by providing forecasts of expenditure, accrual information and validate 'spend' figures.
- Support the Property Services Team Manager in monitoring the Planned budgets ensuring expenditure is controlled in accordance with the delegated budget, contract requirements, internal procedures.
- Seek approvals for funding internally and from funding agencies as required, Identify and source additional external funding streams that enhance investment from Loreburn.
- Liaise with relevant authorities on all necessary approvals for Planned and Investment projects.
- Maintain and make the best use of benchmarking data on programme costs to routinely test whether value for money is being achieved, undertaking such action as required to improve productivity and value for money outcomes in the delivery of investment and other programmes, such as grounds maintenance and other services.
- Provide adequate and timely information to the Service Charge Officer to allow consultation to be carried out, e.g., relevant specification, service level and cost information.

Reporting and Administration

- Ensure robust quality assurance and governance practices are in place across all areas of responsibility, ensuring clear audit trails and evidencing compliance. This includes ensuring accurate and up to date records of all key documents, including instructions, certificates, sign offs, reports, meeting notes and decisions.

- Support feasibility studies and option appraisals to ensure the viability, cost effectiveness and potential impact and outcomes of proposed works/initiatives are fully evaluated.
- Maintain up to date records of all project stages including prestart, design and development. Progress meetings of projects, development, and programmes of work.
- Support colleagues to produce reports to the Executive Team/Management Committee/other agencies, which may include: -
 - performance of consultants and contractors,
 - procurement activities,
 - programme delivery
 - spend against budget,
 - forecasting,
 - Scottish Housing Quality Standard compliance (SHQS)
 - Energy Efficiency Standard for Social Housing (EESH) Compliance,
 - complaints
 - variations
 - ARC
- Support colleagues in the preparation for Internal and External Audits.
- Support the preparation and submission of annual returns to the Government.
- Undertake administrative work relating to own duties to a high standard such as filing, reporting, typing, document scanning etc.

Data Management.

- Update the stock condition database to ensure information held is accurate and up to date, keeping accurate records for sequential, subsequent surveys.
- Coordinate the commencement / completion of Planned activities as guided by the Property Services Team Manager and ensure the asset management database is regularly updated.
- Assist in the preparation of statistics, reports and information as may be required.

General

- Take responsibility for own professional development, participating in training and learning opportunities and keeping up to date with changes in legislation, standards and best practice.
- Comply with organisational policies and procedures.
- Demonstrate awareness of own wellbeing and safeguarding responsibilities in all duties.
- Promote Loreburn's values and commitment to high quality service and tenant focus through all work activities.
- Support team projects by assisting with planning, monitoring, risk identification, and reporting progress as required.
- Help maximise effective use of information technology systems to support efficient service delivery.

- Contribute to the continuous improvement of services by identifying opportunities for quality assurance checks and service reviews.
- Provide support to other teams as and when required to meet service requirements and customer service related duties. This may include project working and/or job rotation.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

Person Specification

Category	Requirement	Essential or Desirable
Qualifications	Educated to a good standard e.g. SVQ Level 3 / 4, HNC or GCSE/O Level including Maths and English or the equivalent level of knowledge acquired from on-the-job training or experience.	E
	HND in building studies, building surveying or equivalent	E
	Certification in Compliance or equivalent e.g. Corgi Technical, City and Guilds or willingness to work towards in specified timescale	E
	MRICS/MCIOB/CIHM or equivalent preferred	D
Knowledge & Experience	Knowledge and competence with Microsoft Office including Word, Teams, Excel, MS Surveys, PowerPoint and Outlook. Other packages desirable.	E
	Practical knowledge and experience of planned and cyclical works, CDM, project management, stakeholder, and contractor management across a variety of disciplines.	E
	Knowledge of construction, refurbishment and zero carbon retrofitting.	D
	Experience in property management and compliance, delivering a programme of works within defined budgets, timescales and specifications.	E

	Experience of procuring services and contractor management.	D
	Experience of working in a similar role or environment.	D
	Excellent customer service skills with strong interpersonal skills communicating clearly and effectively with the ability to represent self and organisation positively, navigating sensitive situations with tact and diplomacy while taking a caring and compassionate approach.	E
	Ability to interpret and extract info from a variety of sources creating well-presented and meaningful reports.	E
	Demonstrates personal accountability by understanding what is expected, delivering work to a high standard, addressing issues promptly and escalating matters appropriately when needed.	E
	Confidence in making independent decisions and taking a proactive approach to problem-solving and decision making.	E
	Financial and budget monitoring, management, and reporting	E
	Great negotiation and influencing skills.	D
	Good organisational/time management skills and the ability to work calmly and professionally under pressure.	E
	Self-motivated and resilient with the ability to work autonomously and be comfortable with the degree of independent working the role entails	E
	A collaborative mindset and ability to work effectively with others.	E
	Demonstrable commitment to Loreburn's core values.	E
General	Adequate internet connectivity from home and a suitable space to work from that can be productive, private, and comfortable.	E

	Possession of a full, valid UK driving licence (maximum 3 penalty points) and access to a vehicle with suitable insurance cover for business use.	E
	Ability to attend events, meetings and to work from a Dumfries base when required.	E
	Ability to participate in an out of hours rota and a willingness to work flexibly, including occasional evening/weekend working.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £38,500 - £42,630 with annual progression
- **Hours:** 35 hours each week – working Monday to Friday
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum 5% employee contribution and 8% employer contributions with additional option for salary sacrifice.
- **Probationary period:** 4 months/2 months (external/internal appointments)
- **Access to broadband** and an adequate space to work from is required of this post

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions, we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies
- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Paid volunteering days
- Learning and development culture
- Long Service rewards

- Paid professional fees
- Wellbeing Time – alternative to a 34-hour week. Staff have 49 hours (pro-rata) throughout the year

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -

G R E A T				
Growth Mindset	Respect	Exceptional Tenant Experience	Accountable	Together
We learn, grow and change to be the best we can be.	We care about all that we do and treat others with fairness, empathy and professionalism.	We are responsive and deliver a positive and professional service.	We take ownership of our responsibilities and deliver on our commitments.	We collaborate and work as 'one team' to achieve shared success.

We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.