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# Job Description

<b>Title:</b>	<b>Property Services Officer</b>
<b>Salary:</b>	<b>FTE £26,000, 25 hours per week pro rata</b>
<b>Responsible to:</b>	<b>Service Manager</b>

## Role Overview

KCAH is an award-winning homeless charity in Southwest London, providing support to local people experiencing homelessness and housing issues.

KCAH leases 11 HMO's in and around the borough of Kingston as part of its long-standing supported accommodation project. Offering support to people who have been or who are currently homeless. Residents are offered a two-year tenancy and benefit from a team that includes Asset Coaches and a Rent Officer.

We are looking for an experience Property Services Officer who will work with the team to be responsible for all repairs and maintenance across our portfolio – working with and supporting residents to live semi independently, you will support the reporting and navigation of raised repairs and cyclical maintenance, liaising with Landlords and ensuring works are complete and to a high standard.

KCAH is looking for diligent and open-minded candidates who have experience in managing properties. We support tenants who have experienced homelessness, and we require all staff to work in a strengths-based way, being person-led and drawing upon trauma informed care methodologies.

## Role Responsibilities

### 1. Key Responsibilities

- a) Manage maintenance requests using our housing management system
- b) Liaise with tenant's directly about maintenance requests
- c) Notifying tenants of planned works and any access requirements
- d) Allowing contractors access to properties as required
- e) Ensuring work completed by contractors meets KCAH's high standards
- f) Ordering items including furniture and cleaning products as required
- g) Completing monthly health and safety checks across our portfolio
- h) Joint working with the Resident Support Team to implement relevant supportive measures for tenants who are experiencing difficulties maintaining standards in their rooms or

communal spaces

- i) Issue warning letters in line with KCAH policies and procedures
- j) Inspecting VOID properties and ensuring works, maintenance and furniture is purchased ready for re-let with an expected turnaround of 7 days
- k) Ensuring fire regulations are upheld in all of our properties
- l) Ensuring all records and paperwork are accurate and updated on the relevant platforms in a timely manner
- m) Liaising with landlords about any structural or heating works required including working within the lease agreement
- n) Onboarding new contractors and maintaining good working relationships
- o) Ensure all mandatory housing certificates are applied for in a timely manner for example, gas safety certificate and HMO licences
- p) Ensure any remedial works identified on any inspection are rectified
- q) Ensure notice boards and properties have the correct information and signage
- r) Submitting meter readings and managing utility accounts for each property
- s) Work within a budget and keep diligent record of spend
- t) Create and submit reports for both the Senior Management Team and the Board of Trustees

### **General**

- a) Understand, uphold and work within the ethos, aims and objectives of KCAH
- b) Represent the organisation, raise its profile and promote its cause
- c) Contribute positively and constructively to team meetings and other management initiatives
- d) Prepare for and participate in supervision and appraisals as required by the organisation. Maintain professional and personal self-awareness. Identify own training and professional development needs
- e) Provide written records and reports as required by the organisation
- f) Travel as needed to attend meetings, training courses, conferences and other events

### **Essential Skills and Experience:**

- a) Strong IT skills, being able to confidently use Word, Excel, and other CRM databases
- b) Excellent communication skills, verbal and written

- c) Experience of managing properties with regards to maintenance and health and safety
- d) A broad understanding of housing requirements, especially within houses of multiple occupancy

**Desirable Skills and Experience:**

- a) Experience of delivering services for a housing provider
- b) Good project management skills
- c) Experience of working with external agencies or partners such as contractors and landlords
- d) Understanding of Psychology Informed Environments

This job description covers the range of duties and will be reviewed from time to time. It is KCAH's aim to reach agreement on changes but if an agreement is not possible, KCAH reserves the right to change this job description.

*We positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. As an organisation, the charity is committed to creating and maintaining a diverse and inclusive workforce and value the skills, abilities, talent and experiences, different people and communities bring to the organisation.*

*Within the confines of legislation and as a condition of being able to commence employment with KCAH, the successful candidate will be required to provide documentation to prove that they are able to work in the UK. Such documentation will include one or more of the following, as appropriate – NI number, birth certificate or British passport, certificate of registration or naturalisation as a British citizen or passport/documentation evidencing citizenship of a European Union country.*