Hull Churches Housing Association

Person Specification / Competencies: Property Services Manager

1 Qualifications, Education & Training

Essential	*Desirable*
• HNC in Building Construction (or relevant equivalent) • Health And Safety qualification - IOSH • Membership of CIOB or RICS (or able to work towards)	• HND in Building Construction • Management/supervisory training

2 Core Competencies

- Technical ability and experience in property/asset management and maintenance

- Able to lead, motivate, empower and develop functional teams to deliver an effective customer-focussed service

- Strong verbal, written, analytical and interpersonal skills able to work with a wide range of staff, residents and stakeholders

- Hands on creative problem solver – able to generate ideas and solutions

- Able to cope with competing demands and conflicting priorities

3 Knowledge and Experience

Essential	*Desirable*
• Able to draw up and monitor maintenance specifications, including costings and contracts	• Staff management, training and development and recruitment
• Effective procurement experience, and tendering processes to ensure value for money	• Able to recognise specific needs of vulnerable and/or elderly tenants
• Understanding of environmental and sustainability issues	• Experience of policy development or change management
• Good knowledge of building, construction, statutory regulations and Health and Safety requirements	
• Able to demonstrate a clear customer focus	
• Control costs within budget and contribute to setting of budgets	
• Awareness of 'small association' benefits and impact of resource constraints	

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4   Skills and Abilities

Essential	Desirable
• Organised, with effective planning and report writing skills • IT competence to self service to a professional standard, maximise benefits of current systems and develop use of new technologies to improve service delivery • Numerate – able to develop / interpret budgetary and statistical information • Able to set meaningful targets and develop and implement key performance indicators and outcome measures • Able to bring people together with a common purpose to ensure collaborative working , including external partners and stakeholders, • Able to engage and develop staff, address performance issues constructively and delegate decision making	

5   Personal Attributes and Behaviour

Essential	Desirable
• Leads by example, presenting a professional and positive presence in line with HCHA values • Able to take decisions on own judgement in a timely way • Self motivated in updating knowledge and proactively planning own development • Assertive listener and communicator; enables constructive two way communication and feedback • Resilient - able to deal with challenging situations and behaviours • Mobile	