

Job Description and Person Specification

About us

Scottish Veterans' Residences (SVR) was established in 2019 following the merger of SVR and the Scottish Veterans' Housing Association. We date back to 1910, and we are Scotland's oldest military charity. We undertake charitable giving and provide supported housing for homeless Veterans and former members of the Merchant Marine who are in need. As well as person-centred housing support we offer a range of recreational activities, occupational therapy and a counselling service. Our estate is mixed and spans listed 18th century, Victorian, and 21st century offices and accommodation.

We are a Registered Social Landlord and are regulated by the Scottish Housing Regulator, the Care Inspectorate, and the Office of the Scottish Charity Regulator. Further details of our work can be found at [Scottish Veterans Residences](http://www.scottishveteransresidences.org.uk).

Supported accommodation is provided at our three Residences:

[Whitefoord House](#)
[Edinburgh](#)

[Rosendael, Broughty Ferry](#)
[Dundee](#)

[Bellrock Close](#)
[Glasgow](#)

Our Vision: All Veterans living as independently as they are able, in a place they are proud to call home.

Our Values: Dignity and Respect Unity of Purpose Expert provision of Service

Our Mission: To provide quality support and accommodation to as many ex-Service and Merchant Marine personnel as possible, for as long as they need it, in order to assist those that are able to return to independent living.

Post details

Job Title	Property Services Manager	Line Manager	Chief Executive
Hours	37.5 hours	Salary	£55,000 per annum
Place of Work	Edinburgh, Glasgow or Dundee with opportunity for some remote working.		
Direct reports	4 Maintenance Officers; 2 Voids & Allocations Officers; 1 Office Administrator		

We offer an excellent remuneration package, enhanced pension, 35 days annual holiday, a company car, and an Employee Assistance Programme.

About you

You are an experienced professional with proven ability and experience in property and asset management, preferentially within the regulated social housing sector. You are qualified and experienced in Project Management. You will build and maintain relationships with contractors and lead and manage your small housing and maintenance teams, and your office administrator.

You will be a self-starter and will work on your own initiative. You will be consistent, focused, and flexible in both your outlook and approach. You will embed our Values to work collaboratively and supportively to fulfil our Vision and Mission. All roles within SVR are regulated within the scope of the Disclosure (Scotland) Act 2020, you will be required to achieve membership of the Protecting Vulnerable Groups Scheme.

Main responsibilities

- Be an effective member of the Senior Management Team.
- Proactively lead and manage allocated staff.
- Together with the Company Secretary and financial services provider, conduct accurate and timely reporting to the Scottish Housing Regulator.
- Lead, conduct and report risk management with the property management portfolio.
- Develop & maintain professional relationships with relevant contractors and external bodies.
- Contracting (direct and via framework) with suitably qualified and experienced building contractors, suppliers and specialist agencies.
- Health & Safety compliance (ACoP, gas, electrical, fire, legionella, asbestos, lifts, damp & mould).
- Ensure compliance with House in Multiple Occupancy legislation (HMO).
- Ensure compliance with the Energy Efficiency Standard for Social Housing (EESH).
- Ensure compliance with the Scottish Housing Quality Standard (SHQS).
- Set and report as required on agreed performance targets.

Staffing responsibilities

- Recruit, motivate, guide, supervise and develop your staff teams in accordance with published policies and procedures.
- Implement published procedures in relation to staffing matters including absence management, health and safety, and formal investigations referring to operational manager where appropriate.
- Identify and encourage your staff to participate and complete formal and informal training in accordance with SVR's employee training matrix.
- Ensure compliance with staff handbook including performance and absence management.

Service responsibilities

- Responsible for our reactive maintenance service, including emergency repairs and insurance/rechargeable repairs.
- Ensure the long-term condition of building assets are secured via a robust cyclical maintenance programme in line with sustainability, carbon net zero and locally sourced service requirements.

Policy and Procedure responsibilities

- Develop, maintain and ensure compliance with allocated policy and procedure.

Financial responsibilities

- Budget holder responsible for financial planning of service portfolio.
- Participate in the preparation and review of budgets.
- Ensure delegated financial powers are exercised in accordance with policy and procedure.

Person Specification

The essential qualifications and characteristics that will be required of the person undertaking the role are:

Item	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Formal Project Management Qualification	E	A
Knowledge and understanding of Health and Safety legislation & tenant safety (ACoP, gas, electrical, legionella, lifts, damp & mould).	E	A
Significant construction project management experience and evidence of delivering quality projects on time and to budget.	E	A
Demonstrable evidence of leading, motivating and developing high performing teams to deliver customer excellence.	E	A/I
Able to demonstrate resilience, commitment, conflict resolution skills, and leadership.	E	A/I
Strong analytical skills with ability to maximise performance and productivity.	E	I

Excellent IT skills and ability to ensure effective use of IT in service delivery and performance.	E	A
Minimum of 5 years' experience as a technical/building officer within registered social landlord or equivalent	E	A
Proven staff management skills including absence and performance management.	E	I
Working knowledge of the General Data Protection Regulations.	E	I
A commitment to Equality and Diversity.	E	I
HNC/HND in a relevant building qualification.	D	A
Ideally, 2 years' experience in a supervisory technical role within a Registered Social Landlord or equivalent.	D	A
Member of the Chartered Institute of Building or equivalent.	D	A
Excellent negotiating skills.	D	I
Full UK driving licence.	D	A/I

END.