

Role Profile

Property Services Team Manager

Operations Directorate

Reporting Structure	Reporting directly to Head of Property Services and contributing to Loreburn's Operations Directorate.
Salary Band	Band – H £40,409 - £46,856 FTE + on call rota payments Appointment to the salary scale point will be dependant 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 attend in person meetings and training events in Dumfries and to attend sites at other locations across the region. Regular travel is a requirement. Loreburn reserves the right to appoint a notional base. 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 Property Services Manager is responsible for the effective delivery of strategic and operational objectives within Loreburn's Property Services Team, managing people, performance, policies and processes to ensure effective service delivery, value for money, high levels of tenant satisfaction, and ensuring compliance with all statutory and regulatory requirements.

The role oversees the day to day delivery of planned, cyclical, compliance and investment programmes, including adaptations and energy efficiency initiatives. It ensures our homes are safe, high quality, and aligned with future sustainability and net zero ambitions.

With responsibility for end to end asset lifecycle, including operational performance of contracts, the role ensures a proactive approach to continuous improvement, innovation and regulatory compliance. The Property Services Manager will drive improvements in service delivery, tenant focused outcomes and operational efficiency, while supporting the implementation of property related strategies, including acquisitions and disposals, and policies and performance frameworks.

This role demands strong, visible leadership, excellent organisational skills, and a commitment to delivering and improving our services and the quality of life for our tenants. The postholder will drive continuous improvement, working collaboratively with their team other colleagues to deliver high-quality, tenant-focused services and ensure compliance with all relevant regulations and best practices. The Property Services Manager will also deputise for the Head of Property Services as required.

As a leader in an operational role, there is a contractual obligation to participate in an out of hours on call service, for which additional payment is made.

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. For those in leadership and management roles, it also means creating the conditions for others to succeed: modelling our values, leading by example and ensuring teams are equipped and empowered to deliver an exceptional service experience for everyone we connect with.

Key Responsibilities

Leadership and Management

- Lead, motivate and manage a high performing team, ensuring consistent delivery of service standards, performance indicators and high levels of tenant satisfaction.
- Develop and contribute to strategies, new initiatives, policies and procedures to meet the aims and objectives of the organisation.
- Implement and monitor audit recommendations/action plans in accordance with agreed timescales.
- Promote self-management amongst your teams ensuring that they can manage their own workloads and prioritise effectively so that you are there to provide coaching on their issues and not seen as a “go-to” in every instance for resolution of issues.
- Collaborate effectively with other Managers to ensure joined up leadership, shared ownership of organisational priorities, and a consistent focus on delivering high performing, tenant centred services.

Asset Management, Health and Safety and Compliance

- Oversee the delivery of the cyclical, planned, adaptation and major repairs and investment programmes.
- Lead a data driven approach to asset decision making and to present clear and actionable insights.
- Ensure stock condition information is maintained and updated with a programme of SHQS and EESSH complaint stock condition inspections.
- Ensure compliance with the government’s SHQS and energy performance, Net Zero and sustainability standards.
- 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. Providing assurance to the Executive Team and the Management Committee.
- Ensure that contracts are maintained and appropriately managed for all areas of responsibility including planned maintenance, service agreements, gas maintenance, grounds maintenance, investment works, adaptations etc.
- Assist the Head of Property Services in fulfilling corporate responsibility for health and safety initiatives throughout the Association, collaborating with the in-house Health and Safety Co-Ordinator.

Operational Management & Performance

- Develop, monitor and manage KPI performance, setting clear targets and driving continuous service improvement.
- Use data intelligently to set, monitor and achieve/exceed internal and external KPIs.
- Ensure services are compliant with regulatory, statutory and policy requirements.
- Manage performance, at an individual level and service level, through clear objectives, regular feedback and effective performance management.

- Report on performance indicators and outcomes to the Head of Property Services, identifying and monitoring risks associated with indicators and service delivery.
- 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. In addition, ensure follow up on works to confirm quality and completeness, decisions and service delivery.
- Support feasibility studies and option appraisals to ensure the viability, cost effectiveness and potential impact and outcomes of proposed works/initiatives are fully evaluated. Using this information to support clear, evidence based decisions/recommendations.
- Share relevant information with property teams via agreed forums and engagement sessions.
- Champion a high-performance culture, ensuring individual and team accountability through clear objectives, regular feedback and effective performance management.

Tenant Liaison

- Develop and maintain excellent engagement mechanisms to ensure our tenants and other stakeholders can influence our investment and sustainability plans and decisions about their homes
- Promote a culture of service excellence, ensuring tenants have a range of opportunities to be genuinely consulted and involved in the stock investment process, and offered choices in services/ finishes where possible.
- Establish mechanisms to obtain feedback from tenants on investment delivery, producing reports that demonstrate performance and subsequent learning for improvement.
- Support tenants through the retrofit process, ensuring they have all necessary information to live in their renovated home.
- Foster and maintain collaborative relationships with staff and colleagues across teams, ensuring effective liaison and service review meetings are held regularly with operational managers to ensure good internal awareness of all works programmes, and consistent advice is given to tenants.

Procurement and Contract Management

- Develop, implement and monitor effective client-side management arrangements including appropriate contracts/SLA's with external contractors which ensure the delivery of high quality, Value for Money services.
- Support the effective procurement and delivery of our planned and cyclical maintenance services, adaptations and planned investment and improvement programmes.
- Demonstrate effective performance management of contractors, providing value for money and strong tenant satisfaction levels

- Support timely reporting across the investment programmes, planned and cyclical maintenance and adaptations against key milestones for time, cost, income, risk and quality.
- 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 stock investment.

Financial & Governance

- Assist the Head of Property with responsibility for property services budgets, ensuring financial sustainability, value for money, and delivering efficiencies where/when required.
- Be proactive in Identifying, sourcing and applying for additional external funding streams that enhance investment from Loreburn.
- Responsible for keeping fully appraised of changes in Association policy, current legislation, relevant guidance and models of good practice.

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.

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, HND or GCSE/O Level Maths and English or the equivalent level of knowledge acquired from on-the-job training or experience.	E

	Certification in Compliance or equivalent – e.g. Corgi Technical, City & Guilds etc	E
	Evidence of continuous improvement i.e. educated to degree or equivalent or working towards a professional qualification e.g. RICS, CIOB, CIH qualification	D
Knowledge & Experience	Knowledge and competence with Microsoft Office including Word, Teams, Excel, MS Surveys, PowerPoint and Outlook. Other packages desirable.	E
	Strong experience (3 years +) working in Asset Management in either social housing or the private sector with substantial experience of property management and maintenance	E
	Strong contract management / contract administration experience	E
	Practical knowledge and experience of building surveying, CDM, project management, stakeholder, contractor management, consultancy management and contract management across a variety of work streams.	E
	Working knowledge of current building policies and practices i.e. Health & Safety at Work Act, Building Standards, Planning legislation, Workplace Regulations.	E
	Background in Building, Electrical or Mechanical Engineering with prior experience of project delivery of planned and cyclical works programmes, including asbestos and legionella management.	E
	A good understanding of the regulatory and legislative requirements for social housing.	E
	Positive staff management and staff conflict resolution experience	E
	Experience of Insurance related works / crisis management situations	D
Abilities, skills and attitude	Strong communication and interpersonal skills.	E

	Organisational project management skills/ability to prioritise and deliver goals. The ability to respond positively during periods of intense pressure, & in meeting multiple tight deadlines.	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
	Ability to develop innovative service solutions whilst maintaining continuity / delivery	D
	Excellent, negotiation, people, influencing and communication skills	E
	Ability to anticipate commercial risk and mitigate	D
	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
	Ability to participate in an out of hours on call rota and a willingness to work flexibly, including occasional evening/weekend working.	E
	Current, full, valid UK driving licence, (maximum 3 penalty points) and access to a vehicle with insurance cover for business use.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £40,409 - £46,856 with annual progression
- **Hours:** 35 hours per 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:** 6 months

- **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
- Volunteering days
- Learning and development culture

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 -



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