



At home with  
**LOCAL SPACE**

**Candidate Brief**  
Property Services Manager  
Local Space



**DWC**  
CONSULTING

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For further information about Local Space including the Corporate Plan and Report to Residents please visit [www.localspace.co.uk](http://www.localspace.co.uk)

# WELCOME

Thank you for your interest in the role of Property Services Manager with Local Space. The guidance below is intended to assist if having read this pack, you would like to apply.

To apply for this role, please send us your CV and a personal statement outlining how you meet the criteria, outlined in the Role Profile and Person Specification. This information will be used to assess your application. Please also complete and return the Equality and Diversity Form.

DWC Consulting is managing this recruitment on behalf of Local Space, so please send your completed documents in MS Word format to [david.weaver@dwcglobal.co.uk](mailto:david.weaver@dwcglobal.co.uk). It would be appreciated if you could read through these brief guidance notes prior to making your application, so that you are clear on our requirements and give yourself the best possible chance.

## Your CV

Please keep this concise. When you're providing information about your past employment, please clearly explain any employment gaps and ensure we have an up to date contact number, home address and email address.

## Your Supporting Statement.

Please keep to a maximum of 4 sides of A4. This is your opportunity to demonstrate your suitability for the role so please focus your statement on how you meet the criteria outlined in the Role Profile and Person Specification. Short examples of achievements are also helpful.

## The closing date for applications is on Monday 4th April 2022.

We will acknowledge your application within 24 hours of receipt, so in the event you do not receive this acknowledgement, please let us know so that we can check. Please note that proof of emailing does not mean proof of receipt.

If, having read all the information, you would like an informal chat with David Weaver, please email to schedule a call-back: [David.Weaver@dwcglobal.co.uk](mailto:David.Weaver@dwcglobal.co.uk)

We look forward to receiving your application.

David Weaver

Senior Partner, DWC Consulting



# OVERVIEW OF LOCAL SPACE

Local Space is a 2,500 home registered provider of social housing operating in East London & Essex. We are a G1 V1 rated RP. We are Investors In People accredited and are the only housing association to hold the sector's highest credit rating, AA-.

Originally formed by the London Borough of Newham as an innovative and independent vehicle for the acquisition and refurbishment of temporary accommodation, we work in 8 London boroughs and across a variety of districts in Essex. We continue to acquire and refurbish properties and added 300 homes to our stock last year. We also offer intermediate rented homes for local keyworkers.

We know that one of the best ways we can achieve greater quality of life for customers is to provide them with a home they can be proud of and deliver cutting-edge services that are a pleasure to use. That's why we've tripled the size of our component replacement and planned works programmes and are making a major investment in the development of our repairs and online services over the next 4 years.

## Our property services priorities for the coming years are:

- Embedding new responsive repairs contractual arrangements
- Delivering our enhanced component replacement programme on time and on budget
- Reconfiguring delivery of our planned works programmes to prioritise the customer experience
- Improving our performance monitoring and reporting tools
- Maintaining our Keystone Asset Management data set (we hold stock condition survey data for 87% of our stock and we therefore rely very little on cloned or extrapolated stock condition data) and improving the use of the Keystone system itself
- Developing and launching digital responsive repairs and planned works services to customers

# RECRUITMENT PROCESS

All interviews and meetings will be conducted virtually.

The closing date is Monday 4th April 2022. Candidates shortlisted will be invited to attend an initial interview with David Weaver, Senior Partner DWC Consulting and Carl Doogan, Head of Operations, Local Space.

Candidates who are shortlisted from these interviews will be invited to undertake ability testing and profiling, prior to a Final Interview.

# ROLE PROFILE

## Property Services Manager

Reporting to:	Head of Operations
Responsible for:	Contract Manager (Responsive Repairs)
	Contract Manager (Planned)
	Contract Manager (Planned)
	Contract Management Assistant
	Compliance & Asset Management Assistant
	Senior Compliance Officer

## Role Purpose

- To ensure our responsive repairs and planned works services deliver a good customer experience.
- To manage the Property Services budget, ensuring value for money, maximize efficiency and protect the customer experience. This includes the delivery of our capital works programme on time and within budget.
- To achieve compliance with statutory and regulatory requirements in relation to landlord and RSH's Health & Safety obligations. Specifically, mitigating risk in the following areas: Fire, Legionella, Asbestos, Gas & Electrical.

## Key Tasks

- To manage our main contractor's delivery of our responsive repairs service including:
- call handling, diagnosis and response, performance management, adherence to statutory, regulatory requirements and best practice.
- To lead the Property Services team, setting targets & goals and managing performance of individual team members.
- To design and procure the necessary asset management contracts and client manage those contracts. To prepare for approval planned, preventative & cyclical maintenance programmes in line with Asset Management Strategy and Investment Plan utilising asset management systems as necessary.
- To verify repair/improvement work carried out by the Local Space providers/contractors and/or their agents.

- To assist as required in the negotiation of purchases, leases and other contractual arrangements, with individuals, companies, housing associations and local authorities in consultation with the company's advisers, and to ensure that these conform to the company's policies and standing orders.
- To assist in the production of contract documents for invitations to tender, examine tenders and recommend particular contractors for works.
- To assist with the ongoing performance monitoring of consultants, contractors and their agents.
- To prepare and present progress and other management reports of progress and performance to EMT, Committees, Board and Partnership meetings.
- To act as our asset management database (Keystone) superuser, maintain its function and working with suppliers to deliver improvements and upgrades as appropriate.
- Work with colleagues across the wider department and organisation to ensure we deliver a quality service to our customers.

## Equalities and Diversity

In line with the organisation's Equalities Act 2010, Local Space staff must ensure that no users of its services, its employees or job applicants are unfairly discriminated against because of the following protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion or belief, sex, sexual orientation or criminal record nor disadvantaged by any conditions or requirements that cannot be shown to be justified. Local Space is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by these principles.

## Budgetary responsibilities (where applicable)

1. To manage and monitor the Responsive Repairs budget and ensure that expenditure is controlled.
2. To manage the Capital Works Programme and its expenditure.

## Customer care (Internal and external)

1. Local Space directly managed tenants
2. Local Space tenants managed by Newham Council
3. Newham Council as leaseholder of a number of our homes (and their sub-tenants)
4. External Contractors

## 5. Local Space departments

### Stakeholders/partners

1. To establish and maintain good working relationships with our customers, our tenant panel, client boroughs, our superior landlords and their agents, our contractors.
2. To liaise with Council Officers, Housing Association staff, Government Departments, and other sector agencies as appropriate.

### Health and Safety

1. To lead on the H&S landlord statutory compliance for Local Space, including the management of risk in the following areas: gas, asbestos, fire, legionella and electrical.
2. It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.
3. To ensure all works undertaken to properties owned by Local Space either by Providers, the Council or directly appointed contractors are carried out in compliance with the contract/procurement criteria specification and standing orders of the association and Health and Safety at Work Regulations.

### Data Protection

In line with national legislation data will be processed in a fair and lawful way, for the specific registered purpose and not disclosed in any way incompatible with such purpose or to any unauthorised persons or organisations.

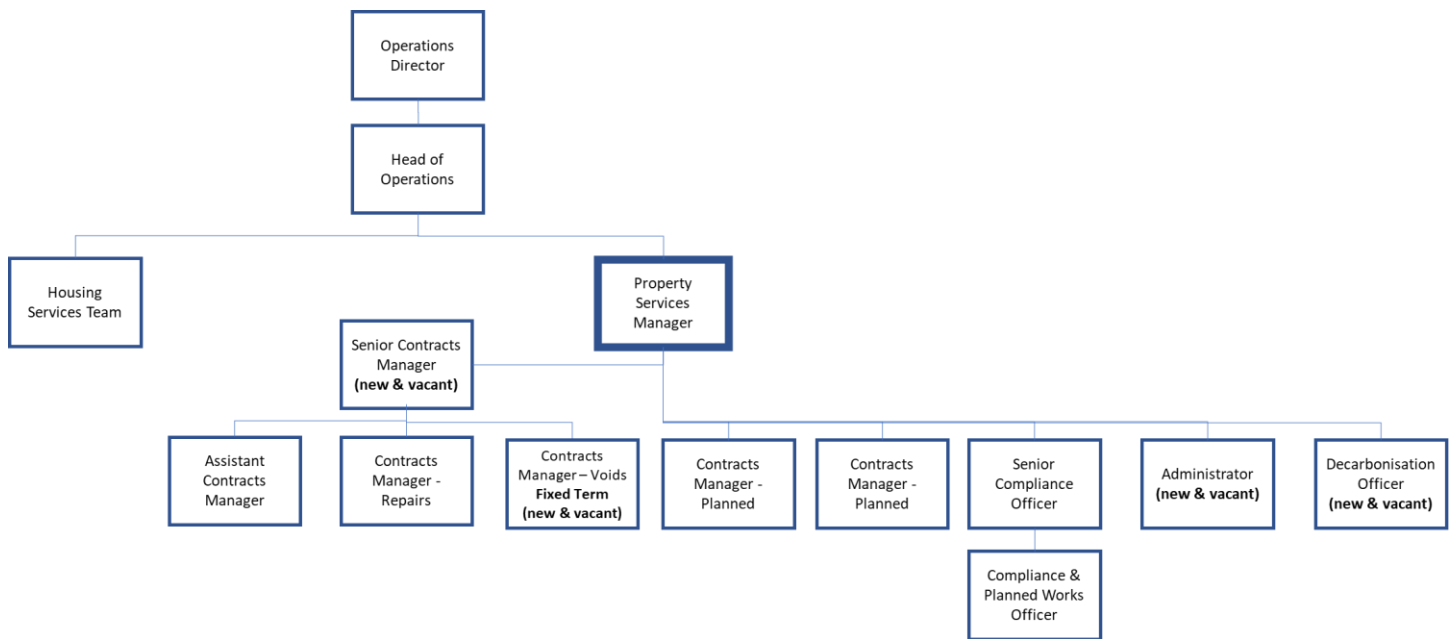
This organisation attaches the greatest importance and confidentiality to tenants, staff, and other data held by the organisation. All data should be treated as confidential and should only be disclosed on a need to know basis.



# PERSON SPECIFICATION

Theme	Essential	Desirable	Assessment
<b>Educational achievements, Qualifications and Training</b>	Qualified in Housing Maintenance (or equivalent) or Evidence of continuing professional development		Application / Interview
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"> <li>• Trained in building repair and asset management.</li> <li>• Experience of establishing &amp; maintaining Property and Asset Management data records and info.</li> <li>• Experience of managing budgets and controlling expenditure</li> <li>• Experience of writing technical reports and contract documentation.</li> <li>• Understanding of tendering procedures and an appreciation of client and contractor roles and relationships</li> <li>• Knowledge of relevant housing, equality and diversity and health &amp; safety legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of property management / maintenance</li> <li>• Experience ideally in a social housing setting desirable such as direct Local</li> <li>• Authority or RSL experience</li> </ul>	Application / Interview
<b>Job related aptitude and skills</b>	<ul style="list-style-type: none"> <li>• MS Office experience Including spreadsheets databases and PowerPoint.</li> <li>• Excellent written and spoken communication skills including influencing &amp; negotiation skills.</li> <li>• Ability to see through projects &amp; tasks from inception to conclusion.</li> <li>• Ability to manage competing demands on time.</li> <li>• Ability to work autonomously and flexibly</li> <li>• Ability to analyse and understand data and information quickly.</li> <li>• Ability to create and maintain good working relationships.</li> <li>• High level 'emotional intelligence' and effective people management skills</li> <li>• Ability to manage sensitive issues in a manner that achieves sustainable and positive outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Keystone asset management database superuser knowledge including its use, configuration and maintenance</li> </ul>	Interview
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• Any understanding and commitment to equal opportunities.</li> <li>• Any understanding of health and safety in the workplace</li> <li>• Any understanding of data protection confidentiality</li> </ul>		Interview
<b>ADDITIONAL INFORMATION</b>			
<ul style="list-style-type: none"> <li>• All posts are subject to a 6-month probationary period</li> <li>• This post is/is not subject to an Enhanced Criminal Record Check</li> <li>• This post is/is not exempt from the Rehabilitation of Offenders Act (1974), therefore applicants must be prepared to disclose all criminal convictions and caution, including those that would otherwise be spent under the Act</li> </ul>			

# STRUCTURE CHART



# SUMMARY OF KEY TERMS

**Job Title:** Property Services Manager

**Salary:** Up to £56,000pa - £62,000pa

**Hours** 35hrs per week

- New staff are subject to a probationary period, after probation a generous sick pay above statutory sick pay is provided.
- The full holiday year starts on 1st January and ends on 31st December each year. Staff get 27 days annual leave. Staff get an additional annual leave day on the anniversary of their second year at Local Space, bringing their annual entitlement to 28 days. Staff get an additional two days annual leave on the anniversary of their fifth year at Local Space, bringing their annual entitlement to 30 days.
- Staff who have passed their probation are eligible to apply for annual qualification support.
- Local Space is legally required to auto enrol staff on the pension scheme. Local Space Pension Scheme Staff who are not enrolled on to the pension scheme, on commencement of employment will be included on the Company's Group Life Assurance Scheme under which the Death in Service Benefit is two times annual salary. The Scheme is non-contributory.
- Local Space offer the gold healthcare cash plan run by BHSF employee benefits. The benefit is tax deductible and staff need to opt into the scheme. There is a wide range of benefits available from cash back for prescription glasses and dental appointments to reduced rates for gym membership.
- For staff who do not join BHSF, Local Space will pay for eyesight tests and a contribution for prescription glasses in the first year.

**These terms are summarised for information only and are non-contractual.**

# ADVERT

**Job Title: Property Services Manager**

**Salary: Up to £56,000pa - £62,000pa**



Start 2022 with a new challenge

- Are you genuinely passionate about customers and enhancing their quality of life in their homes?
- Does your experience include managing property services and/or asset management, statutory compliance and Health & Safety?
- Are you skilled at managing and embedding responsive repairs contracts within a housing environment?
- Can you deliver a capital works programme on time and to budget with high levels of customer satisfaction?

If the answers to the above are mostly yes and you can hit the ground running and make an immediate impact – we have just the role for you.

We are looking to appoint an ambitious and experienced Property Services Manager, responsible for all operational aspects of asset and property management at Local Space. You will report to the Head of Operations and lead a team of six.

Your performance driven style and ability to see projects through from inception to completion, whilst managing competing demands, will be vital to ensure you get the best out of your team and the best for our residents. It is important you can work collaboratively both internally with colleagues and externally with partners and contractors to deliver excellent services and drive a culture of continuous improvement.

*Closing date for applications: Monday 4th April 2022*

To download an application pack, please visit

[www.dwcglobal.co.uk/recruitment](http://www.dwcglobal.co.uk/recruitment)

For a discussion about the role, contact David Weaver of DWC Consulting via phone on [07983 592988](tel:07983592988) or email on [david.weaver@dwcglobal.co.uk](mailto:david.weaver@dwcglobal.co.uk)



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