|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **PROPERTY SERVICES OPERATIONS** | | | | | |
| **Job Title** | **Range** | **Duties** | **Level 2 Intermediate Apprenticeship** | **Level 3 Advanced Apprenticeship** | **Level 4 Higher Apprenticeship** |
| **HRA Repairs Apprentice** | Apprentice Grade | To learn and develop the skills to work with various teams in delivering services to Medway Council residents.    To develop a wide range of skills and experience in all aspects of housing | Apprenticeships are a mixture of ‘on’ and ‘off’ the job learning.  Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.    You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion. | | |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Assistant Contract Manager (PN:16485)** | Range 4 | See Job Profile for full duties.  Main duties include:  To assist a team of technical officers (Compliance Project Manager, Asset inspector, Project Managers, Voids, Repairs and Planned works Surveyors) to ensure the successful operational and contractual delivery of the HRA’s repairs, planned works, compliance and voids work streams | **Requirements at this level:** | **Requirements at this level in addition to level 4A:** | **Requirements at this level in addition to level 4A and 4B:** |
| **Qualifications**   * Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ etc * Completion of HRA and corporate mandatory training course as detailed on the HRA Training Matrix. | **Qualifications**   * Working towards a Relevant Level 3 Qualification in Housing e.g. CIH Level 3 Letting * Continuing Professional Development (CPD) * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 3 Qualification in Housing e.g. CIH Level 3 Letting |
| **Knowledge**   * Basic knowledge of landlords’ property responsibilities and working with contractors delivering these services * Working knowledge of building maintenance and practical repair issues gained within a Social Housing Environment * Policy and procedural knowledge and applying logic to create practical solutions | **Knowledge**   * Working knowledge of monitoring the performance of and working in conjunction with contractors * Working knowledge of Housing Maintenance and Contract Management * Knowledge of complaints process including the Housing Ombudsman * Knowledge of how to obtain data/reports and summarising findings in pivot tables and charts | **Knowledge**   * Good knowledge of analysing and interpreting complex information and situations demonstrating the ability to develop solutions and plans for the medium term * Comprehensive understanding of the services requirements under the consumer standards * Comprehensive knowledge of the services compliance responsibilities * Has a basic knowledge of Building Regs and other property maintenance specific legislation |
| **Experience**   * 0-3 Years experience working within a social housing environment * Experience of working in partnership with repairs and maintenance contractors * Experience of completing housing admin tasks * Experience of communicating effectively with social housing residents | **Experience**   * 4-7 years’ experience working within a social housing environment * Experience of liaising, negotiating and consulting with contractors and reviewing provided KPI information * Experience of using housing management systems * Experience of driving and maintaining service improvements across property services | **Experience**   * 8+ years’ experience working within a social housing property services environment * Experience of communicating effectively through a range of methods including, performance reports using numerical data, and briefing papers * Experience of reviewing and updating departmental procedures and processes |
| **Skills**   * Proficient in the use of relevant computer applications including Microsoft Office * Full valid driving licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapt to new ways of working * Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences | **Skills**   * Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders * Ability to work independently outside of procedures, making decisions without referring to a supervisor/line manager, where necessary * Able to undertake low level site visits to review works or liaise with customers * Ability to check the accuracy of documents produced by junior members of staff * Ability to build productive working relationships with colleagues, partnering contractors and resident groups and can engage others in a credible, persuasive way | **Skills**   * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Able to write reports, briefing notes and papers relating to repairs and maintenance performance * Able to compile and present data in a clear and professional way * Able to chair contractor meetings and scrutinise/discuss contractor performance |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Void Surveyor**  **(PN:6859)** | Range 5 | See Job Profile for full duties.  Main duties include:  To ensure that works undertaken to void properties meet the HRA’s lettable standard, are of an acceptable quality, are turned around within the contractual timescales, and on budget | **Requirements at this level:** | **Requirements at this level in addition to level 5A:** | **Requirements at this level in addition to level 5A and 5B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, Building Surveying NVQ * Completion of HRA and corporate mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership. |
| **Knowledge**   * Knowledge of building maintenance and practical repair issues gained within a Social Housing Environment * Knowledge of how a repairs process works from start to finish * Knowledge of and ability to triage service requests received based upon information supplied | **Knowledge**   * Knowledge on Housing Health & Safety Rating System (HHSRS) and decent homes standard * An understanding of how to develop innovative solutions * Knowledge of contractors H&S requirements | **Knowledge**   * Comprehensive understanding of property maintenance within the social housing sector * Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC etc) * A comprehensive knowledge of landlords’ compliance responsibilities and working with contractors delivering these services * Good technical knowledge relating to all areas of social housing maintenance |
| **Experience**   * Experience of working in partnership with repairs and maintenance contractors * A minimum of 3 years’ experience working within a social housing property services environment * Experience of working within a Social Housing Environment * Experience of applying value for money principles and practices * Experience of hitting tight deadlines * Experience of effectively managing a diverse workload * Experience of communicating effectively with social housing residents | **Experience**   * 4-7 years’ experience working with in a social housing property services environment * Experience in setting performance indicators (PIs) and ensuring contract is meeting objectives set * Extensive experience of managing contractors and reviewing the quality of their work * Experience of driving service improvements across key front line customer services, ideally within a social housing field | **Experience**   * Experience of managing budgets and accurately forecasting expenditure * 8+ years’ experience working with in a social housing property services environment * Experience and understanding of budgets and Council’s computer-based finance systems (or similar) * Experience of communicating effectively through a range of methods including, performance reports using numerical data, and briefing papers * Experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary * Experience of providing general information, advice and guidance on internal procedures relating to planned work |
| **Skills**   * Proficient in the use of Microsoft Office applications * Full valid driving licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapt to new ways of working * Ability to spend all or most of the working day spent on site * Good time/diary management skills | **Skills**   * Ability to use highly developed communication, negotiation, consultation and influencing skills * Ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions * Ability to work independently outside of procedures, making decisions without referring to a supervisor/line manager, where necessary | **Skills**   * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way * Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Repairs Surveyor**  **(PN: 15742)** | Range 5 | See Job Profile for full duties.  Main duties include:  To ensure that works undertaken to HRA properties meet the HRA’s quality standard and that repairs are of an acceptable quality, are completed within the contractual timescales and on budget. | **Requirements at this level:** | **Requirements at this level in addition to level 5A:** | **Requirements at this level in addition to level 5A and 5B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, Building Surveying NVQ * Completion of HRA and corporate mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Knowledge of building maintenance and practical repair issues gained within a Social Housing Environment * Knowledge of how a repairs process works from start to finish * Knowledge of and ability to triage service requests received based upon information supplied | **Knowledge**   * Knowledge on HHSRS and decent homes standard * An understanding of how to develop innovative solutions * Knowledge of contractors H&S requirements | **Knowledge**   * Knowledge on landlords' compliance requirements/responsibilities * Comprehensive understanding of property maintenance within the social housing sector * Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC…etc) * A comprehensive Knowledge of landlords’ compliance responsibilities and working with contractors delivering these services * Good technical knowledge relating to all areas of social housing maintenance |
| **Experience**   * Experience of working in partnership with Repairs and Maintenance contractors * A minimum of 3 years’ experience working within a social housing property services environment * Experience of working within a Social Housing Environment * Experience of applying value for money principles and practices * Experience of hitting tight deadlines * Experience of effectively managing a diverse workload * Experience of communicating effectively with social housing residents | **Experience**   * 4-7 years’ experience working with in a social housing property services environment * Experience in setting PI and ensuring contract is meeting objectives set * Extensive experience of managing contractors and reviewing the quality of their work * Experience of driving service improvements across key front line customer services, ideally within a social housing field | **Experience**   * Experience of managing budgets and accurately forecasting expenditure * 8+ years’ experience working with in a social housing property services environment * Experience and understanding of budgets and Council’s computer-based finance systems * Experience of communicating effectively through a range of methods including, performance reports using numerical data, and briefing papers * Experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary * Experience of providing general information, advice and guidance on internal procedures relating to planned work |
| **Skills**   * Proficient in the use of Microsoft Office applications * Full valid driving licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to spend all or most of the working day spent on site * Good time/diary management skills | **Skills**   * Ability to use highly developed communication, negotiation, consultation and influencing skills * Ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions * Ability to work independently outside of procedures, making decisions without referring to a supervisor/line manager, where necessary | **Skills**   * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way * Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Planned Work Surveyor**  **(PN: 15636)** | Range 5 | See Job Profile for full duties.  Main duties include:  To ensure that planned works undertaken to HRA properties meet the HRA’s quality standard and that planned works are of an acceptable quality, are completed within the contractual timescales and on budget. | **Requirements at this level:** | **Requirements at this level in addition to level 5A:** | **Requirements at this level in addition to level 5A and 5B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, Building Surveying NVQ * Completion of HRA and corporate mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Knowledge of building maintenance and practical repair issues gained within a Social Housing Environment * Knowledge of how a planned works project runs from start to finish * Knowledge of and ability to triage service requests received based upon information supplied | **Knowledge**   * Knowledge on HHSRS and decent homes standard * An understanding of developing innovative solutions * Knowledge of contractors H&S requirements | **Knowledge**   * Knowledge on landlords' compliance requirements/responsibilities * Comprehensive understanding of property maintenance within the social housing sector * Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC etc) * A comprehensive Knowledge of landlords’ compliance responsibilities and working with contractors delivering these services * Good technical knowledge relating to all areas of social housing maintenance |
| **Experience**   * Experience of working in partnership with Repairs and Maintenance contractors * A minimum of 3 years’ experience working within a social housing property services environment * Experience of working within a Social Housing Environment * Experience of applying value for money principles and practices * Experience of hitting tight deadlines * Experience of effectively managing a diverse workload * Experience of communicating effectively with social housing residents | **Experience**   * 4-7 years’ experience working with in a social housing property services environment * Experience in setting PI and ensuring contract is meeting objectives set * Extensive demonstrable experience of managing contractors and reviewing the quality of their work * Experience of driving service improvements across key front line customer services, ideally within a social housing field | **Experience**   * Experience of managing budgets and accurately forecasting expenditure * 8+ years’ experience working with in a social housing property services environment * Experience and understanding of budgets and Council’s computer-based finance systems (or similar) * Experience of communicating effectively through a range of methods including, performance reports using numerical data, and briefing papers * Experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary * Experience of providing general information, advice and guidance on internal procedures relating to planned work |
| **Skills**   * Proficient in the use of Microsoft Office applications * Full valid driving licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to spend all or most of the working day spent on site * Good time/diary management skills | **Skills**   * Ability to use highly developed communication, negotiation, consultation and influencing skills * Ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions | **Skills**   * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way * Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Planned Works Project Manager**  **(PN: 16272)** | Range 6 | See Job Profile for full duties.  Main duties include:  To manage the delivery of all aspects of the HRA’s capital planned work programme and ensure that programme performance is adequately reported | **Requirements at this level:** | **Requirements at this level in addition to level 6A:** | **Requirements at this level in addition to level 6A and 6B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ building surveying * Completion of HRA and corporate mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Completion of role specific training as identified in the HRA Property Services training matrix * Continuing Professional Development (CPD) | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Working knowledge of building maintenance and practical repair issues gained within a Social Housing Environment * Knowledge of Section 20 and leaseholder charges * Knowledge of how to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences * Knowledge of Building Regs and other applicable legislation * Knowledge of landlords’ compliance responsibilities and working with contractors delivering these services * Knowledge of how planned works projects and programmes are delivered | **Knowledge**   * Knowledge of how to apply practical/procedural/organisational/policyknowledge in this specialist area and can turn theory into practical solutions * Knowledge of how to take responsibility for line managing others, providing direction, monitoring progress, and empowering them to achieve objectives * Knowledge of how planned works programmes/projects run from inception to completion * An understanding of the One Medway Council Plan * Understanding of budgets and Council’s computer-based finance systems (or similar) | **Knowledge**   * Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC…etc) * Ability to analyse and interpret complex information and situations * Knowledge and understanding of the problems faced by households in housing needs and those from disadvantaged groups * Knowledge and understanding of procurement processes |
| **Experience**   * A minimum of 3 years’ experience working with in a social housing property services environment * Experience of dealing with customer enquiries and responding to complaints * Experience of hitting tight deadlines * Experience of completing Housing admin tasks * Experience of applying the value for money principles and practices * Experience of being accountable for expenditures of up to £25000 from an agreed budget or income, with supervision * Experience of delivering a variety of traditional housing planned works programmes and projects * Extensive experience of managing maintenance contracts including chairing meetings * Experience of monitoring the performance of contractors and liaising with them | **Experience**   * 4-7 years’ experience working with in a social housing property services environment * Experience of driving service improvements across key front line customer services, ideally within a social housing field * Extensive experience of dealing with customer enquiries and responding to complaints * Experience of effectively managing a diverse workload | **Experience**   * 8+ years’ experience working with in a social housing property services environment * Experience of creating, implementing and reviewing Capital and planned works related specifications * Experience of being accountable for considerable expenditures of up to £50,000 from an agreed budget or income. This may include setting and monitoring of budgets and ensuring effective spend of budgeted sums * Experience of procuring contractors for planned works projects |
| **Skills**   * Proficient in the use of Microsoft Office applications, including TEAMS * Full valid driving licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences | **Skills**   * Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders * Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way * Ability to monitor and maintain a budget to ensure it remains within budget limits * Ability to deliver major planned works programmes of work on time and to budget * Ability to spend all or most of the working day on being alerted to risks or checking of documents or equivalent * Able to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands * Ability to work independently outside of procedures, making decisions without referring to a supervisor/line manager, where necessary | **Skills**   * Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary * Able to write reports, briefing notes and papers relating to planned works performance * Able to put together specifications, tenders document and works packages for planned works project procurement * Ability to carry out tasks which have considerable direct impact on the safety and well-being of individuals or groups of people, providing guidance on internal procedures, and interpreting policies and procedures * Ability todevelop solutions and plans for the medium term. Adopts an imaginative and innovative approach |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Housing Compliance Project Manager**  **(PN:15278)** | Range 6 | See Job Profile for full duties.  Main duties include:  To ensure that the organisations statutory duties, obligations and its objectives are achieved in respect of Gas Servicing, Legionella, Electrical, Asbestos, Fire, and other associated mechanical and electrical services within the councils housing stock | **Requirements at this level:** | **Requirements at this level in addition to level 6A:** | **Requirements at this level in addition to level 6A and 6B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, building surveying NVQ * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Working knowledge of building maintenance and practical repair issues gained within a Social Housing Environment * Knowledge of using a housing management system * Knowledge and experience of managing statutory and non-statutory compliance within a housingprovider/local authority, including**:**   Gas Safety  Electrical Safety  Fire Safety  Legionella Management  Asbestos Management   * Proven working knowledge of the regulatory reform fire safety order 2005 and amendments * Knowledge of the client's responsibility under Construction (Design Management) 2015 * Knowledge of how to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences | **Knowledge**   * Knowledge of the procurement of contracts or services and works, accessing technical and other competencies of contractors and consultants * Knowledge of how to apply practical/procedural/organisational/policyknowledge in a specialist area and can turn theory into practical solutions * Knowledge of how to deal with high levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands, * Knowledge of how to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary * Knowledge of how to take responsibility for line managing others, providing direction, monitoring progress, and empowering them to achieve objectives * An understanding of the One Medway Council Plan * Understanding of budgets and Council’s computer-based finance systems (or similar) | **Knowledge**   * Knowledge of the procurement of contracts or services and works, accessing technical and other competencies of contractors and consultants * Knowledge of how to analyse and interpret complex information and situations * Knowledge of how todevelop solutions and plans for the medium term and adopts an imaginative and innovative approach * Knowledge of how to investigate a H&S incident and provide the necessary reports |
| **Experience**   * A minimum of 3 years’ experience working with in a social housing property services environment * Experience of hitting tight deadlines * Experience of completing Housing admin tasks * Experience of applying the value for money principles and practices * Extensive experience of managing maintenance/compliance contracts including chairing meetings * Experience of monitoring the performance of contractors and liaising with contractors | **Experience**   * 4-7 years’ experience working with in a social housing property services environment * Experience of driving service improvements across key front line customer services, ideally within a social housing field * Experience of effectively managing a diverse workload | **Experience**   * 8+ years’ experience working with in a social housing property services environment * Experience of creating, implementing and reviewing compliance and property safety related specifications * Experience of being accountable for considerable expenditures from an agreed budget or income. This may include setting and monitoring of budgets and ensuring effective spend of budgeted sums |
| **Skills**   * Proficient in the use of Microsoft Office applications, including TEAMS * Full valid driving licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Ability to work independently within defined procedures using own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences | **Skills**   * Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders * Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way * Ability to monitor and maintain a budget to ensure remains within budget limits * Ability to deliver major planned compliance work programmes on time and to budget | **Skills**   * Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary * Able to write reports, briefing notes and papers relating to compliance performance * Able to put together specifications, tenders document and works packages for compliance project procurement * Ability to carry out tasks which have considerable direct impact on the safety and well-being of individuals or groups of people, providing guidance on internal procedures, and interpreting policies and procedures |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Property Services Operations Manager**  **(PN: 8438)** | Range 7 | See Job Profile for full duties.  Main duties include:  To ensure the successful operational and contractual delivery of the HRA’s repairs, planned works, voids and compliance for the councils circa 3000 housing stock by successfully managing a team of technical officers (Compliance Project Manager, Asset inspector, Project Managers, Voids Inspector and a Clerk of Works) | **Requirements at this level:** | **Requirements at this level in addition to level 7A:** | **Requirements at this level in addition to level 7A and 7B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, building surveying NVQ * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Completion of role specific training as identified in the HRA Property Services training matrix * Continuing Professional Development (CPD) | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Knowledge of landlords’ compliance responsibilities and working with contractors delivering these services * Knowledge of how social housing specific repairs and maintenance contracts operate * Knowledge of how and where to triage service requests received based upon information supplied * Technical knowledge relating to all areas of social housing maintenance * Awareness of the One Medway Council Plan * Understanding of budgets and Council’s computer-based finance systems (or similar) * Knowledge and understanding of procurement processes | **Knowledge**   * Comprehensive understanding of the Medway Council complaints process, including Ombudsman * Comprehensive understanding of delivering work priorities to meet service standards and key performance indicators * Comprehensive knowledge of budgets managed by the service * An understanding of developing innovative solutions * Comprehensive understanding of property maintenance withing the social housing sector * Understanding of Council objectives and implementation of service plans * Knowledge of how to vary and extend existing contracts * An understanding of the One Medway Council Plan | **Knowledge**   * A comprehensive knowledge of landlords’ compliance responsibilities and working with contractors delivering these services * Comprehensive understanding of social housing specific legislation and regulations * Comprehensive understanding of the section 20 process * Knowledge of how to support the driving local improvements by ensuring the most appropriate course of action is taken in respect of noncompliance * Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC…etc) * Comprehensive understanding of a procurement process * Comprehensive understanding of the services requirements under the consumer standards |
| **Experience**   * A minimum of 3 years’ management experience working with in a social housing property services environment * Experience of managing budgets and accurately forecasting expenditure on the Council’s computer-based finance systems (or similar) * Experience of working within a Social Housing Environment * Experience of hitting tight deadlines * Experience of applying value for money principles and practices * Experience of driving service improvements across key front-line repairs and maintenance services, ideally within a social housing field * Extensive experience of dealing with customer enquiries and responding to complaints * Experience of effectively managing a diverse workload * Experience of managing and developing a team of technical officers * Experience of recruiting staff including writing a business case, obtaining approval, creating JD’s, advertising, shortlisting and interview, offer and induction | **Experience**   * Proven experience of developing and maintaining multi agency relationships and partnership relationships * 4-7 years’ experience working with in a social housing property services environment * Experience of mapping out team targets in line with service plan with continued monitoring to ensure successful completion * Experience in setting PI and ensuring service is meeting objectives set * Experience of creating policies or making policy changes and implementing these across the service * Experience of visiting tenants and properties and dealing with enquiries direct and in person efficiently and effectively * Experience of providing general information, advice and guidance on internal procedures relating to property maintenance * Experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway * Experience of procuring repairs and maintenance contracts * Experience of thoroughly analysing information and reviewing of team procedures | **Experience**   * Comprehensive experience of investigating and responding to dis-repair claims * 8+ years’ experience working with in a social housing property services environment * Experience of procuring repairs and maintenance contracts from Gateway 1 stage to Gateway 3 * Experience of creating, implementing and reviewing repairs and maintenance specifications * Experience of managing budgets more than £6m PA |
| **Skills**   * Proficient in the use of Microsoft Office applications, including TEAMS * Full valid driving licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences * Ability to understand the corporate complaints system and respond to enquiries appropriately * Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems * Ability to undertake direct responsibility for line managing others, providing direction, monitoring progress and empowering them to achieve objectives * Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Able to draft and deliver presentations to staff, members, and other key stakeholders on various service subjects | **Skills**   * Ability to carry out tasks and/or provide guidance on internal procedures, relating to employees and interpret them based on the needs of individual situations * Ability to communicate effectively through a range of methods including, performance reports using numerical data, and briefing papers on property services matters * Overseeing of specialist team operations. This will involve strategic planning and coordination of services along with project managing the task to completion * Ability to monitor and maintain service budgets to ensure remains within budget limits * Able to produce concise statistical reports relating to officer performance to assist in policy and procedures | **Skills**   * Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary * Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies * Ability to analyse data on team performance to identify best practice and service improvements * Ability to deliver major planned works programmes of work and leading on all aspects of operational delivery from inception to completion |
| **NEW BUILDS & DEVELOPMENT** | | | | | |
| **Job Title** | **Range** | **Duties** | **Level 2 Intermediate Apprenticeship** | **Level 3 Advanced Apprenticeship** | **Level 4 Higher Apprenticeship** |
| **Housing Apprentice – Development & Affordable Housing**  **(PN: 13891)** | Apprentice Grade | To learn and develop the skills to work with various teams in delivering services to Medway Council residents.    To develop a wide range of skills and experience in all aspects of housing | Apprenticeships are a mixture of ‘on’ and ‘off’ the job learning.  Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.    You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion. | | |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Development & Enabling Officer**  **(PN: 16111)** | Range 3 | See Job Profile for full duties.  Main duties include:    To work with the Development Manager on the delivery of Medway’s HRA Development Programme.  To support the Development Manager in the initiation, development and delivery of new affordable housing in Medway in partnership with registered providers of social housing. | **Requirements at this level:** | **Requirements at this level in addition to level 3A:** | **Requirements at this level in addition to level 3A and 3B:** |
| **Qualifications**   * Level 2 qualifications – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ 2 etc * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Level 3 qualification – e.g. Advanced apprenticeship, Surveying NVQ 3 * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Level 3 qualification – e.g. Advanced apprenticeship, Surveying NVQ 3 * Continuing Professional Development (CPD) |
| **Knowledge**   * Basic knowledge of social/affordable housing and an understanding of housing development and relevant support processes * Basic knowledge of project administration and monitoring * Basic knowledge of undertaking and evaluation research, appraisals and assessments of data and information * Basic knowledge of working with external and internal stakeholders and team working | **Knowledge**   * Knowledge of housing development stages and building compliancy requirements * Knowledge of affordable housing including different tenure types, section 106 agreements and the role of Registered Providers * An understanding of the Homes England Affordable Homes Programme * An understanding of the key stakeholders involved with housing development in a social housing environment * Understanding of budgets and Council’s computer-based finance systems (or similar) | **Knowledge**   * Understanding of the Planning application process and Planning policies in relation to affordable housing * Understanding of social housing specific legislation and regulations |
| **Experience**   * 0 - 3 years’ experience working within a social housing/property services environment * Experience of effectively managing a diverse workload * Experience of dealing with a range of stakeholders * Experience of working outside of an office environment such as site visits and property viewings | **Experience**   * 4-7 years’ experience working within a social housing/property services environment * Experience of carrying out property viewings, home visits and site visits * Experience of dealing with enquiries directly and in person efficiently and effectively * Experience of dealing with financial tasks such as raising purchase orders, budget codes and completing BACs/payment forms | **Experience**   * Experience of drafting external funding applications * 8+ years’ experience working with in a social housing/ property services environment. * Experience of collating and monitoring performance indicators |
| **Skills**   * Proficient in the use of Microsoft Office Applications including Teams * Ability to accurately maintain records, databases and spreadsheets and to provide information from these * Ability to use a good level of developed communication skills (written and oral) with a range of stakeholders * Good interpersonal skills that encourage understanding and co-operation * Able to work as part of a team whilst delivering individual targets and objectives * Ability to work independently when working within defined procedures and to use own initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems * An awareness of and commitment to equal opportunities and customer care * Possess a full driving licence and have access to a car for business purposes | **Skills**   * Ability to build productive working relationships with colleagues, developers, contractors, partner organisations and consultants and can engage others in a credible, persuasive way * Ability to produce follow up reports for property viewings, snagging and site visits * Ability to use own initiative when co-ordinating and completing project tasks * Comprehensive organisational skills and the ability to maintain effective project management procedures, processes and tools * Ability to support the preparation and writing of reports, briefings and memos to management, Council Committees, working groups and panels as required * Ability to progress a series of activities within guidelines, making frequent decisions without ready access to more senior officers except for advice on policy or resource issues | **Skills**   * Able to set up and administer projects from inception to completion, assessing and taking account of known risks, able to adapt to changes and problems along the way * Ability to analyse and interpret information thoroughly, extracting and presenting relevant information in a comprehensive format * Ability to set up and/or review processes and procedures to improve service delivery |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Acquisitions Officer**  **(PN:16505)** | Range 5 | See Job Profile for full duties.  Main duties include:  To support delivery of Medway Council’s Temporary Accommodation and other acquisition projects including new builds and market purchases. | **Requirements at this level:** | **Requirements at this level in addition to level 5A:** | **Requirements at this level in addition to level 5A and 5B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Continuing Professional Development (CPD) * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Knowledge of the regulations affecting social housing and wider housing legislation * An understanding of the Building Regulations, the housing construction process and compliance matters relating to residential properties * An understanding of the Planning application process * Knowledge of the external and internal stakeholders involved in the housing development and acquisitions process | **Knowledge**   * Knowledge of housing development and construction stages and building compliancy/health and safety requirements * Knowledge of the key considerations when identifying potential acquisitions for use as Temporary Accommodation and/or social housing * Knowledge of the legal process for acquisitions * Knowledge of Medway IT systems such as Integra / True Compliance | **Knowledge**   * Knowledge of the procurement and tendering process * Knowledge of how development financial viability assessments work * Knowledge of Planning conditions, their requirements and the discharging of conditions on new developments |
| **Experience**   * A minimum of 3 years’ experience working with in a social housing property services environment * Experience of managing and overseeing projects from inception to completion * Experience within the housing development industry * Experience of adapting to ever-changing priorities and working in a dynamic environment * Experience of communicating effectively with a range of internal and external stakeholders * Experience of carrying out property viewings, inspections and site visits | **Experience**   * Experience of inspecting sites/properties under construction and checking against specifications and compliance requirements * Experience of carrying out thorough snagging of new build properties, follow up reports and ensuring actions are completed * Experience of working with developers, employers’ agents, consultants and other internal/external partners to deliver projects * Experience of setting up and co-ordinating an effective defects rectification process * 4-7 years’ experience working within a social housing property services environment | **Experience**   * 8+ years’ experience working with in a social housing property services environment * Experience of applying value for money principles and practices * Experience of leading on the handover of properties/developments, ensuring all requirements are met, relevant documentation provided and reviewed, and internal teams updated * Experience of working with Legal teams on acquisitions and reviewing/interpreting documents including (but not limited to) CPSE’s, property information forms, search reports and the contract of sale |
| **Skills**   * Proficient in the use of Microsoft Office Applications including Teams * Possess interpersonal skills that encourage understanding and co-operation * Possess demonstrable organisational skills and the ability to co-ordinate and manage multiple projects at once * Ability to produce comprehensive reports and briefings * Able to work as part of a team whilst delivering individual targets and objectives * Ability to work independently when working within defined procedures and to use own initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems * Ability to follow internal procedures relating to acquisitions/development to ensure homes are delivered in a timely manner, using own initiative to raise/deal with queries * Possess a full driving licence and have access to a car for business purposes | **Skills**   * Ability to follow the necessary delegated approval processes, and draft and co-ordinate the required approvals for senior management sign-off * Ability to check the accuracy of documents produced by junior members of staff * Proficient in the use of MS Excel (or equivalent software) for the preparation and review of financial models * Ability to resolve impasses and unblock barriers to project delivery through negotiation and persuasion * Ability to support the drafting of reports and business cases | **Skills**   * Ability to produce specifications and employers' requirements for development projects, void works and renovations * Able to draft and deliver presentations to staff, Members and other key stakeholders * Ability to produce briefing reports, Cabinet/Committee reports and feasibility studies for development and acquisition projects |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Development Manager**  **(PN:14853)** | Range 7 | See Job Profile for full duties.  Main duties include:  To produce, manage and deliver Medway’s Housing Revenue Account Development Programme ensuring that the council is achieving its affordable housing targets and increasing the provision of new council housing | **Requirements at this level:** | **Requirements at this level in addition to level 7A:** | **Requirements at this level in addition to level 7A and 7B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Continuing Professional Development (CPD) * Working towards a Relevant Level 4 Qualification in Housing E.g. Level 4 Housing Development/Construction * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing E.g. Level 4 Housing Development/Construction * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Knowledge of RIBA stages 1-7 * Knowledge of the planning application process * Knowledge of social housing landlords specific repairs, maintenance and compliance responsibilities * Knowledge of how development financial viability assessments work * Knowledge of triaging service requests received based upon information supplied * Good understanding of the construction process * Awareness of the One Medway Council plan * Knowledge of the procurement and tendering process * Good understanding of budgets and Council’s computer-based finance systems (or similar) | **Knowledge**   * Comprehensive understanding of the Medway Council complaints process * Comprehensive understanding of delivering work priorities to meet service standards and key performance indicators * An understanding of developing innovative solutions * Comprehensive knowledge of budgets managed by the service and of the Council’s finance system, Itegra * Understanding of Council objectives and implementation of service plans * Knowledge of how to vary and extend existing contracts * Knowledge of what funding opportunities are available for housing development * Knowledge and understanding of the One Medway Council Plan | **Knowledge**   * A comprehensive Knowledge of landlords’ repairs, maintenance and compliance responsibilities * Comprehensive understanding of social housing specific legislation and regulations * Comprehensive knowledge of development contracts (such as JTC, MTCetc) * Comprehensive understanding of a development procurement process * Comprehensive understanding of the services requirements under the consumer standards |
| **Experience**   * A minimum of 3 years’ management experience working with in a social housing property services environment * Experience of procuring the services of specialist consultants, ensuring they deliver their scope of services * Experience of managing budgets and accurately forecasting expenditure * Experience of hitting tight deadlines * Experience of applying value for money principles and practices * Extensive experience of dealing with customer enquiries and responding to complaints * Experience of effectively managing a diverse workload * Experience of managing and developing a team of technical officers * Experience of delivering a development project from inception to completion, ensuring that Asset data is provided, defects procedures are in place and the properties are let shortly after completion * Experience of visiting tenants and properties and dealing with enquiries direct and in person efficiently and effectively * Experience of procuring development contracts * Experience of recruiting staff including writing a business case, obtaining approval, creating JD’s, advertising, shortlisting and interview, offer and induction | **Experience**   * Proven experience of developing and maintaining multi agency relationships and partnership relationships * Experience of securing funding to enhance development financial viability * Experience of purchasing open market acquisitions including drafting Heads of terms, obtaining valuations and getting the necessary approvals * 4-7 years’ experience working with in a social housing property services environment * Experience in setting PI and ensuring service is meeting objectives set * Experience of producing concise statistical reports relating to officer performance to assist in policy and procedures development for the team * Experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway | **Experience**   * Comprehensive experience of delivering multiple development projects at the same time * Experience of creating and delivering a Development Strategy * 8+ years’ experience working with in a social housing property services environment * Experience of managing a project through a defects process including the release of retention upon project completion * Experience of procuring development contracts from Gateway 1 stage to Gateway 3 * Experience of creating, implementing and reviewing specifications and employers requirements * Experience of managing budgets in excess of £10m PA * Experience of building development budgets |
| **Skills**   * Proficient in the use of Microsoft Office applications including TEAMS * Full driving valid licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences * Ability to understand the corporate complaints system and respond to enquiries appropriately * Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems * Ability to undertake direct responsibility for line managing others, providing direction, monitoring progress and empowering them to achieve objectives * Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way | **Skills**   * Able to perform tasks and/or provide guidance on internal procedures, relating to employees and interpret them based on the needs of individual situations * Capable of providing general information, advice and guidance on internal procedures relating to development projects * Capable of thoroughly analysing information and reviewing of team procedures * Overseeing specialist team operations. This will involve strategic planning and coordination of services along with project managing the task to completion * Ability to monitor and maintain service budgets to ensure remains within budget limits * Ability to map out team targets in line with service plan with continued monitoring to ensure successful completion | **Skills**   * Ability to thoroughly analyse information and consider alternative solutions, adapting to new ways of working where necessary * Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies * Ability to analyse data on team performance to identify best practice and service improvements * Ability to produce holistic programmes, financial analysis and pipeline deliver for a multi project development programme |
| **PROPERTY SERVICES COORDINATION** | | | | | |
| **Job Title** | **Range** | **Duties** | **Level 2 Intermediate Apprenticeship** | **Level 3 Advanced Apprenticeship** | **Level 4 Higher Apprenticeship** |
| **Property Services Apprentice**  **(PN: 14402)** | Apprentice Grade | To learn and develop the skills to work with various teams in delivering services to Medway Council residents.    To develop a wide range of skills and experience in all aspects of housing | Apprenticeships are a mixture of ‘on’ and ‘off’ the job learning.  Apprentices will earn whilst they learn and gain practical and transferable skills throughout their apprenticeship.    You will work within an apprenticeship framework detailing the qualifications needed to be completed, the key skills targets and any other requirements of the apprenticeship. Each framework will also include information on job roles, entry routes, length of the apprenticeships and career paths available upon completion. | | |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Resident Liaison Officer**  **(PN: 15634)** | Range 4 | See Job Profile for full duties.  Main duties include:  To support the HRA Property Services Team to sure effective communication between Medway Council residents and Property Services Team. Assisting in resolving complaints, gaining access to properties and establishing relationships with all parties. | **Requirements at this level:** | **Requirements at this level in addition to level 4A:** | **Requirements at this level in addition to level 4A and 4B:** |
| **Qualifications**   * Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ etc * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards Relevant qualification in customer service * Continuing Professional Development (CPD) * Completion of role specific training as identified in the HRA Property Services Training matrix | **Qualifications**   * Relevant qualification in customer service such as institute of customer services certified qualification. |
| **Knowledge**   * Basic knowledge of landlords’ property responsibilities and working with contractors delivering these services * Knowledge of how to triage service requests received based upon information supplied * Policy and procedural knowledge and applying to create practical solutions | **Knowledge**   * Knowledge of how to effectively deal with complaints and enquiries * Providing advice to colleagues on how to escalate repair related enquiries * Knowledge of how a repairs and maintenance contract operate * An understanding of resident vulnerabilities * Knowledge of event organising | **Knowledge**   * Comprehensive understanding of working within a social housing property services environment * Comprehensive understanding of compliance responsibilities and working with contractors delivering these services * Comprehensive understanding of the services requirements under the consumer standards * Comprehensive knowledge of the services compliance responsibilities * Identifying safeguarding and welfare issues and escalating through the correct channels |
| **Experience**   * 0-3 years experience working with in a social housing property services environment * Experience of dealing with customer enquiries and responding to complaints * Experience of effectively managing a diverse workload | **Experience**   * 4-7 years’ experience working with in a social housing environment * Experience of visiting tenants and properties and dealing with enquiries direct and in person efficiently and effectively * Experience of driving service improvement * Experience of organising events | **Experience**   * 8+ years’ experience working with in a social housing environment * Experience of working in partnership with shareholders and contractors * Experience of working with social housing residents in complex environments |
| **Skills**   * Proficient in the use of Microsoft Office applications * Ability to analyse and interpret complex information * Full driving valid licence for use in the UK and access to own transport for work purposes * Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences * Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems * Good interpersonal skills | **Skills**   * Ability to carry out tasks and proving general information, advice and guidance on internal procedures * Ability to check the accuracy of documents produced by junior members of staff * Ability to build productive working relationships with colleagues, partnering contractors and resident groups and can engage others in a credible, persuasive way | **Skills**   * Ability in the handling and resolution of complex complaints * Excellent interpersonal skills. To be able to resolve difficult and sometimes confrontational situations and impose requirements on unreceptive customers without access to more senior managers * Able to administer projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Improving communication with residents through education and commitment |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Property Services Coordinator**  **(PN:15585)** | Range 5 | See Job Profile for full duties.  Main duties include:  To support the Head of HRA Property and Development to ensure that the councils Property Services division is achieving its targets and objectives, by assisting Property Services ensuring that the 3000 homes owned by the Council have up to date and accurate asset information to create the necessary programmes of work to keep the housing stock in good condition and compliant | **Requirements at this level:** | **Requirements at this level in addition to level 5A:** | **Requirements at this level in addition to level 5A and 5B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3 * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant qualification in customer service, disrepair and D&M * Continuing Professional Development (CPD) * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant qualification in customer service, disrepair and D&M |
| **Knowledge**   * Basic knowledge of landlords’ compliance responsibilities and working with contractors delivering these services * Knowledge of how to triage service requests received based upon information supplied * Knowledge and understanding of procurement processes | **Knowledge**   * Knowledge of how to effectively deal with complaints and enquiries * Knowledge of how a repairs and maintenance contract operates * Knowledge of finance systems, Integra | **Knowledge**   * Comprehensive understanding of working within a social housing property services environment * Comprehensive understanding of a procurement process * A good understanding of budgets and Council’s computer-based finance systems (or similar) to run financial reports * Comprehensive understanding of the services requirements under the consumer standards * Comprehensive knowledge of the services compliance responsibilities * Comprehensive knowledge of housing dis-repairs claims and the disrepair process |
| **Experience**   * At least one years’ experience working with in a social housing property services environment * Experience of supervising a team * Extensive experience of dealing with customer enquiries and responding to complaints * Experience of effectively managing a diverse workload * Experience of working to targets and hitting tight deadlines | **Experience**   * 4-7 years’ experience working with in a social housing property services environment * Experience of visiting tenants and properties and dealing with enquiries direct and in person efficiently and effectively * Experience of driving service improvements across key front line customer services, ideally within a social housing field * Experience of producing concise statistical reports relating to officer performance to assist in policy and procedures development for the team * Experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway | **Experience**   * 8+ years’ experience working with in a social housing property services environment * Experience of collating information and responding to disrepair claims * Experience of working closely with contractors as a client |
| **Skills**   * Proficient in the use of Microsoft Office applications, including TEAMS * Ability to analyse and present data in a clear format * Full driving valid licence for use in the UK and access to own transport for work purposes * Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to use written and oral communication skills to present varied information in an understandable way to a range of audiences * Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems * Ability to capture information and record accurately | **Skills**   * Ability to carry out tasks and proving general information, advice and guidance on internal procedures relating to property services * Ability to undertake some direct responsibility for the management, supervision, co-ordination or training of other employees * Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way | **Skills**   * Good understanding of thoroughly analysing information and reviewing of service procedures * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way |
| **ASSET & ENERGY** | | | | | |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Asset Management Officer**  **(PN: 12995)** | Range 4 | See Job Profile for full duties.  Main duties include:  To assist in the development of the Asset Management Database. Ensuring information is updated in a timely and accurate manner.  To assist the Asset and Energy Manager with the development of planned, compliance, cyclical maintenance and improvement programmes. | **Requirements at this level:** | **Requirements at this level in addition to level 4A:** | **Requirements at this level in addition to level 4A and 4B:** |
| **Qualifications**   * Level 2 qualification – e.g. A minimum of 5 GCSE’s (grades 4-9) including English and Maths, NVQ 2 etc * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 3 Qualification in Housing e.g. CIH Level 3 Housing Maintenance, Asset Management, Retrofit coordination * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 3 Qualification in Housing e.g. CIH Level 3 Housing Maintenance, Asset Management, Retrofit coordination |
| **Knowledge**   * Knowledge of how Housing specific asset management systems operate * Knowledge of social housing landlords specific repairs, maintenance and compliance responsibilities * Knowledge of stock condition surveying process | **Knowledge**   * Knowledge of PAS 2030/2035 * Knowledge of energy funding opportunities * Understanding of the Medway Council complaints process, including Ombudsman * Understanding of delivering work priorities to meet service standards and key performance indicators * High level understanding of Asset management within the social housing sector | **Knowledge**   * Comprehensive understanding of Asset management within the social housing sector * Comprehensive understanding of Energy efficiency requirements and targets within the social housing sector * Understanding of Council objectives and implementation of service plans * A comprehensive Knowledge of landlords’ compliance and maintenance responsibilities and working with contractors delivering these services * Comprehensive understanding of social housing specific legislation and regulations * High Level understanding of a procurement process * High Level understanding of the services requirements under the consumer standards * Comprehensive understanding of PAS 2030/2035 * Understanding of budgets and Council’s computer-based finance systems (or similar) |
| **Experience**   * 0-3 years experience of working within a Social Housing Environment with a good overall understanding of repairs and maintenance, asset management and property compliance * Experience of dealing with customers and complaints and responding to general day to day enquiries * Experience of hitting tight deadlines * Experience of effectively managing a diverse workload | **Experience**   * Experience of using ICT databases and information within them to produce performance management reports, undertake data analysis and summarising conclusions * 4-7 years’ experience working with in a social housing property services environment | **Experience**   * Experience of developing and maintaining multi agency relationships and partnership relationships * Experience of creating budgets and forecasts for business planning * Experience of managing budgets and accurately forecasting expenditure * Experience of bidding for external funding * 8+ years’ experience working with in a social housing property services environment * Experience of applying value for money principles and practices * Extensive experience of dealing with customer and contractor enquiries and responding to complaints * Experience of creating, implementing and reviewing asset and energy processes and procedures * Experience creating and implementing Housing specific asset management strategies |
| **Skills**   * Proficient in the use of Microsoft Office applications including TEAMS * Ability to deal with a reasonable level of work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems | **Skills**   * Able to analyse and present data in a clear format * Able to demonstrate a high-level understanding of how an asset management system works in order to produce accurate reports * Able to provide asset statistics and data accurately and on time * Ability to triage service requests received based upon information supplied * Capable of providing general information, advice and guidance on internal procedures relating to property assets * Able to write reports summarising asset data and provide recommendations for service improvement * Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences * Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders | **Skills**   * Able to draft and deliver presentations to staff, members, and other key stakeholders on various service subjects * Able to thoroughly analyse information and considering alternative solutions, adapting to new ways of working where necessary * Able to support the driving of local improvements by ensuring the most appropriate course of action is taken in respect of noncompliance |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Stock Condition Surveyor**  **(PN: 15722)** | Range 5 | See Job Profile for full duties.  Main duties include:  To ensure that the 3000 homes owned by the Council have up to date and accurate stock condition data in order to create the necessary programmes of work to keep the housing stock in good condition and compliant. | **Requirements at this level:** | **Requirements at this level in addition to level 5A:** | **Requirements at this level in addition to level 5A and 5B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3 * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Knowledge on HHSRS and decent homes standard * Knowledge of landlords’ compliance responsibilities * Knowledge of building maintenance and practical repair issues gained within a Social Housing Environment | **Knowledge**   * An understanding of developing innovative solutions * Knowledge of contractors H&S requirements * Knowledge of FRA’s and identifying potential issues * Knowledge of how a repairs process works from start to finish | **Knowledge**   * Comprehensive understanding of property maintenance within the social housing sector * Comprehensive knowledge of repairs and maintenance contracts (such as JTC, MTC…etc) * Comprehensive knowledge of landlords’ compliance responsibilities and working with contractors delivering these services * Good technical knowledge relating to all areas of social housing maintenance * Strong understanding of budgets and Council’s computer-based finance systems (or similar) |
| **Experience**   * Experience of completing stock condition surveys to residential dwellings * Experience of communicating effectively with social housing residents * Extensive experience of dealing with customers in their home * A minimum of 3 years’ experience working within a social housing property services environment * Experience of working within a Social Housing Environment * Experience of hitting tight deadlines * Experience of effectively managing a diverse workload * Experience of completing Housing admin tasks | **Experience**   * 4-7 years’ experience working with in a social housing property services environment * Experience with contractors and reviewing the quality of their work * Experience of driving service improvements across key front line customer services, ideally within a social housing field * Experience of uploading data to an asset management system * Experience of working in partnership with Repairs and Maintenance contractors * Experience in Housing Maintenance and planned works | **Experience**   * Experience of managing budgets and accurately forecasting expenditure * 8+ years’ experience working with in a social housing property services environment * Experience of being able to communicate effectively through a range of methods including, performance reports using numerical data, and briefing papers * Experience of thoroughly analysing information and considering alternative solutions, adapting to new ways of working where necessary * Experience of applying value for money principles and practices * Experience of providing general information, advice and guidance on internal procedures relating to planned work |
| **Skills**   * Proficient in the use of Microsoft Office applications and other relevant computer software * Full, valid UK driving licence and access to own transport for work purposes * Ability to handle work-related pressure, such as tight deadlines, interruptions, or conflicting demands * Effective time and diary management, with the ability to spend most or all of the working day on-site * Strong communication, negotiation, consultation, and influencing skills to present complex or sensitive information tailored to diverse audiences and stakeholders * Ability to communicate effectively with residents using well-developed interpersonal skills * Ability to work independently within defined procedures or make decisions outside of procedures when necessary * Ability to triage service requests received based upon information supplied | **Skills**   * Ability to use highly developed communication, negotiation, consultation and influencing * Ability to apply practical/procedural/organisational/policy knowledge in a specialist area and can turn theory into practical solutions * Ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary * Ability to build sound and productive working relationships with colleagues, partners and staff groups and can engage others in a credible, persuasive way * Skilled in using judgment and creativity to assess situations, solve problems, and adapt to new ways of working | **Skills**   * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Retrofit Co-ordinator**  **(PN: 15743)** | Range 5 | See Job Profile for full duties.  Main duties include:  To ensure that the 3000 homes owned by the Council have up to date and accurate EPC data to create the necessary programmes of work to keep the housing stock in good condition and compliant.  To be responsible for overseeing the assessment of dwellings as well as the subsequent specification, monitoring, and evaluation of energy efficiency measures, in accordance with PAS 2035**.** | **Requirements at this level:** | **Requirements at this level in addition to level 5A:** | **Requirements at this level in addition to level 5A and 5B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3 * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards Level 5 Diploma in Retrofit Coordination and Risk Management * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Completed Level 5 Diploma in Retrofit Coordination and Risk Management * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Awareness of landlords’ responsibilities under PAS 2030/2035 * Understanding of sustainable building materials and techniques * Familiarity with building maintenance and practical repair issues, particularly within a social housing context * Knowledge and understanding of procurement processes * Knowledge and understanding of tenant engagement | **Knowledge**   * Comprehensive understanding of PAS 2035 and PAS 2030 frameworks, including the "fabric first" approach to retrofitting, prioritizing insulation and airtightness before integrating low-carbon technologies * Knowledge of energy efficiency measures such as insulation, renewable heating systems (e.g., heat pumps), solar photovoltaics, and draught-proofing * Awareness of government targets for achieving EPC Band C by 2030 and carbon neutrality by 2050, along with familiarity with funding opportunities like the Social Housing Decarbonisation Fund | **Knowledge**   * Comprehensive understanding of the Council’s procurement process * Comprehensive understanding of the services requirements under the consumer standards * Through understanding of tenant engagement strategies to promote collaboration on sustainability goals |
| **Experience**   * Experience of undertaking Energy Performance Certificates EPCs. * Proven experience in completing housing administration tasks * A minimum of 3 years’ experience working within a social housing property services environment * Experience of managing a diverse workload effectively * Experience in meeting tight deadlines consistently * Experience in using energy modelling software for analysing and simulating energy efficiency projects * Experience in project management * Extensive experience interacting with customers in their homes, ensuring effective communication and service delivery | **Experience**   * Extensive experience in project management, including risk assessment, compliance monitoring, and quality assurance * 4-7 years’ experience working with in a social housing property services environment * Proven ability to drive service improvements in frontline customer services, ideally within the social housing sector * Experience working with housing stock to improve energy efficiency, reduce carbon emissions, and ensure compliance with government standards * Skilled in housing maintenance and planned works, ensuring timely delivery of projects | **Experience**   * 8+ years’ experience working with in a social housing property services environment * Proven track record in managing retrofit projects from assessment to post-installation evaluations * Experience of procuring the services of specialist consultants, ensuring they deliver their scope of services |
| **Skills**   * Strong communication skills to effectively engage with residents * Ability to manage high-pressure situations, such as meeting deadlines, handling interruptions, or managing conflicting demands * Advanced communication, negotiation, consultation, and influencing skills to present complex or sensitive information clearly and appropriately for various audiences and stakeholders * Proficiency in relevant computer software applications, including Microsoft Office * Ability to administer complex projects, assess risks, and adapt to changes or challenges as they arise * Strong time and diary management skills, with the capacity to spend significant time on-site * Capability to work independently within established procedures and make decisions outside of procedures when necessary | **Skills**   * Ability to build productive working relationships with colleagues, partners, and stakeholders, engaging others in a credible and persuasive manner * Effective communication skills for collaborating with external contractors, tenants, and internal teams such as asset management and resident liaison officers * Proficient in overseeing specialist team operations through strategic planning, coordination of services, and project management from inception to completion. * Skilled in monitoring and maintaining service budgets to ensure adherence to financial constraints * Ability to manage diverse workloads effectively and meet tight deadlines consistently | **Skills**   * Proven strong project management skills to oversee the design, installation, and evaluation of retrofit measures while ensuring safety, quality, and cost-effectiveness * High level proficiency in energy modelling software and updating asset management systems with accurate data * Experience of creating, implementing and reviewing energy processes and procedures * Experience creating and implementing Housing specific energy strategies |
| **Job Title** | **Range** | **Duties** | **Level A (Developing)** | **Level B (Practising)** | **Level C (Accomplished)** |
| **Asset & Energy Manager**  **(PN: 15573)** | Range 6 | See Job Profile for full duties.  Main duties include:  To ensure that the councils housing asset management system is up to date with accurate and reliable asset data to enable the service to remain complaint, business plan effectively and achieve the councils energy efficiency targets | **Requirements at this level:** | **Requirements at this level in addition to level 6A:** | **Requirements at this level in addition to level 6A and 6B:** |
| **Qualifications**   * Level 3 qualification – e.g. A levels, Advanced apprenticeship, NVQ 3 * Completion of HRA and corporate Mandatory training course as detailed on the HRA Training Matrix | **Qualifications**   * Working towards a Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * Continuing Professional Development (CPD) * Completion of role specific training as identified in the HRA Property Services training matrix | **Qualifications**   * Relevant Level 4 Qualification in Housing Management as determined by the Social Housing (Regulation) Act e.g. Level 4 Ofqual * RICS, CIOB or CIH accreditation/professional body membership |
| **Knowledge**   * Knowledge of how Housing specific asset management systems operate * Knowledge of social housing landlords specific repairs, maintenance and compliance responsibilities * Knowledge of PAS 2030/2035 * Knowledge of energy funding opportunities * Knowledge of stock condition surveying process * Knowledge and understanding of procurement processes | **Knowledge**   * Comprehensive understanding of the Medway Council complaints process, including Ombudsman * Comprehensive understanding of delivering work priorities to meet service standards and key performance indicators * An understanding of developing innovative solutions * Comprehensive understanding of Asset management within the social housing sector * Comprehensive understanding of Energy efficiency requirements and targets within the social housing sector * Understanding of Council objectives and implementation of service plans * Knowledge of how to vary and extend existing contracts | **Knowledge**   * A comprehensive Knowledge of landlords’ compliance and maintenance responsibilities and working with contractors delivering these services * Comprehensive understanding of social housing specific legislation and regulations * Comprehensive understanding of the section 20 process * Support the driving local improvements by ensuring the most appropriate course of action is taken in respect of noncompliance * Comprehensive understanding of a procurement process * Comprehensive understanding of the services requirements under the consumer standards * Comprehensive understanding of PAS 2030/2035 * Experience and understanding of budgets and Council’s computer-based finance systems (or similar) |
| **Experience**   * High level understanding of how an asset management system works in order to produce accurate reports * A minimum of 3 years’ experience working within a social housing property services environment * Experience of procuring the services of specialist consultants, ensuring they deliver their scope of services * Understanding of and experience of budgets and Council’s computer-based finance systems (or similar) * Experience of managing budgets and accurately forecasting expenditure * Experience of hitting tight deadlines * Experience of applying value for money principles and practices * Extensive experience of dealing with customer and contractor enquiries and responding to complaints * Experience of effectively managing a diverse workload * Experience of managing and developing a team of technical officers | **Experience**   * Proven experience of developing and maintaining multi agency relationships and partnership relationships * 4-7 years’ experience working with in a social housing property services environment· Comprehensive experience of working to budgets managed by the service * Experience of being able to map out team targets in line with service plan with continued monitoring to ensure successful completion * Experience in setting PI and ensuring service is meeting objectives set * Experience of creating budgets and forecasts for business planning * Experience of being able to communicate effectively through a range of methods including, performance reports using numerical data, and briefing papers on property services matters * Experience of producing concise statistical reports relating to officer performance to assist in policy and procedures development for the team * Experience of organising joint working and partnerships, looking at cross networking, working collaboratively and building sustainable relationships for the future of Medway * Experience of procuring service in relation to asset management and energy | **Experience**   * Comprehensive experience bidding for and achieving external funding * 8+ years’ experience working with in a social housing property services environment * Experience of creating, implementing and reviewing asset and energy processes and procedures * Experience of recruiting staff including writing a business case, obtaining approval, creating JD’s, advertising, shortlisting and interview, offer and induction * Experience creating and implementing Housing specific asset management strategies |
| **Skills**   * Proficient in the use of Microsoft Office applications including TEAMS * Ability to analyse and present data in a clear format * Able to write reports summarising asset data and provide recommendations for service improvement * Full driving valid licence for use in the UK and access to own transport for work purposes * Ability to deal with a reasonable level of high work-related pressure, for example working to tight deadlines, dealing with interruptions and/or conflicting demands * Ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working * Ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences * Ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to line manager for unusual or difficult problems * Ability to undertake direct responsibility for line managing others, providing direction, monitoring progress and empowering them to achieve objectives * Ability to use highly developed communication, negotiation, consultation and influencing skills to confidently present complex/sensitive information in an understandable way tailored to meet the needs of a wide range of audiences and stakeholders * Able to administer complex projects, assessing and taking account of known risks, able to adapt to changes and problems along the way * Able to draft and deliver presentations to staff, members, and other key stakeholders on various service subjects * Able to provide asset statistics and data accurately and on time. Ability to triage service requests received based upon information supplied | **Skills**   * Ability to carry out tasks and/or provide guidance on internal procedures, relating to employees and interpret them based on the needs of individual situations * Capable of providing general information, advice and guidance on internal procedures relating to property assets * Capable of thoroughly analysing information and reviewing of team procedures * Overseeing of specialist team operations. This will involve strategic planning and coordination of services along with project managing the task to completion * Ability to monitor and maintain service budgets to ensure remains within budget limits | **Skills**   * Able to thoroughly analyse information and considering alternative solutions, adapting to new ways of working where necessary * Ability to scrutinise budgets to ensure appropriate spending and identify savings or efficiencies * Ability to analyse data on team performance to identify best practice and service improvements * Ability to deliver major energy programmes of work and leading on all aspects of operational delivery from inception to completion |