



Role: Senior Property & Facilities Officer

Location: Agile working, with access to office at Phoenix House, Castle Street, Dublin

Reporting to: Asset Manager

Contract: Permanent

Grade: Grade 4

Salary: €52,434 - €59,012 DOE

Probation: 6 months

Pension: Available at completion of Probation

Hours: 37.5 hrs per week Leave 25 days

Travel: The post requires a valid driving licence and the use of a car for business purposes. Mileage Allowance Operates. Class 1 insurance required

Other Requirements: The post requires a PSRA Type D licence to be held by the post-holder.

The Organisation

Circle VHA has been a leading provider of social housing in Ireland since 2006 and now owns and manages approx. 2,000 homes nationally. Currently employing over 50 staff, we have an ambitious growth programme in response to the need for more housing. Our vision is to make a difference by providing quality housing to those in housing need.

Role Overview:

The Senior Property and Facilities Officer is a key role within the Asset team. The role is responsible for overseeing the delivery of property management services to the OMCs and Local Authorities which Circle VHA currently works with, along with a view to contributing to developing and growing this element of the business. The role also encompasses oversight of facilities and compliance management for all Circle VHA owned and managed premises, ensuring that Circle VHA is compliant with all regulatory and legislative requirements relating to properties.

Key responsibilities:

OMC Property Management – Facilities Management:

- Oversee the delivery of a commercial managing agent service, per agreed service contract, to individual Owners Management Companies (OMCs).
- Lead on and participate in the preparation of long-term maintenance budgets OMC and monitoring of sufficiency of sinking fund held by company to service requirements from same.
- Lead on and participate in the preparation of annual plan of management for each OMC along with annual budget and budget explanation documentation for approval by Board/Committee of OMC.
- Ensure adequate levels of appropriate insurance is in place for each OMC and that value for money is being achieved.
- Lead on and participate in preparing of tenders to external contractors for the delivery of service components in line with Circle VHA procurement policy.
- Lead on and participate in the review and evaluation of tenders submitted by external contractors in line with Circle VHA procurement policy. Appoint contractors under contract and oversee the contract management in line with Circle's Policies and Procedures.
- Oversee the Co-ordination of all service elements of works/services for OMCs.
- Oversee the delivery of response repairs and maintenance for OMCs and monitor performance using predefined KPI's to ensure early rectification of poor performance as required.
- Managing budgeted spends for OMCs and reporting to Leadership Team /Board of OMCs/Circle VHA Board periodically.
- Overseeing the delivery of all routine compliance servicing to Circle VHA owned and managed properties. Monitor performance of service delivery using predefined KPI's to ensure early rectification of poor performance as required.
- Lead on and participate in the preparation and maintenance of Health and Safety statements for each site and monitor Health & Safety performance of Circle VHA staff and contractors.
- Actively maintain strong and effective working relationships with the Board of the OMC through regular meetings and communication.
- Oversee the management of service charges collection for each OMC and reporting on same to Leadership Team /OMC Board/Circle VHA Board periodically.
- Oversee the service charge collection process, actively engage with Solicitors and Debt Collection agencies as required to ensure the efficient collection of arrears.

OMC Property Management – Company Secretarial:

- Ensuring that the OMC and Directors of the OMC are compliant with relevant regulation and legislation.
- Lead on and participate in the provision of the Company Secretarial Service to all OMCs including:
 - Calling AGMs and EGMs as appropriate and within the required timescale.
 - Arranging the approval and signing of statutory accounts annually.
 - File the OMC's annual return within the statutory timelines.
 - Manage and other CRO filings required in a timely manner.
 - Arrange Board or Committee meetings on a regular basis.
 - Maintenance of the minute book for OMC Board meetings.
- To oversee and manage all other company secretarial duties on behalf of the OMC.
- Ensuring that the OMC and Directors of the OMC are compliant with relevant regulation and legislation.

- Lead on the preparation of newsletters (at least bi-annually) to residents in OMC locations.
- Lead on and participate in the preparation and provision of Requisitions on Title.
- Lead on and participate in the Liaison with key stakeholders regarding OMC matters of Title.

Hybrid OMC Property Management – Facilities Management

- Oversee the delivery of a managing agent service, per agreed service contract, to Local Authorities for Hybrid Management Companies (HOMCs)
- . ➤ Lead on and participate in the preparation of long-term maintenance budgets HOMC and monitoring of sufficiency of sinking fund held by company to service requirements from same.
- Lead on and participate in the preparation of annual plan of management for each OMC along with annual budget and budget explanation documentation for approval by Board/Committee of HOMC.
- Ensuring adequate levels of appropriate insurance is in place for each HOMC and that value for money is being achieved.
- Lead on and participate in preparing tenders to external contractors for the delivery of service components in line with Circle VHA procurement policy.
- Lead on and participate in the review and evaluation of tenders submitted by external contractors in line with Circle VHA procurement policy. Appoint contractors under contract and oversee the contract management in line with Circle's Policies and Procedures.
- Oversee the co-ordination of all service elements of works/services for HOMCs.
- Overseeing response repairs and maintenance for HOMCs. Monitor performance of service delivery using predefined KPI's to ensure early rectification of poor performance as required.
- Managing budgeted spends for HOMCs and reporting to Leadership Team/Local Authority/Circle VHA Board periodically.
- Lead on and participate in preparation and maintenance of Health and Safety statements for each site.
- Oversight of service charges collection for each HOMC and reporting on same to Leadership Team /Local Authority/Circle VHA Board periodically.

Circle VHA Property & Facilities Management

- Oversee the managing of facilities for our main Head Office and Satellite Offices.
- Lead on and participate in preparation of facilities management budget for Head Office, Satellite Offices and cyclical servicing programmes.
- Contribute to the Circle VHA annual budgeting process through the provision of facilities budgets for Circle VHA premises.
- Lead on and participate in the review and evaluation of tenders submitted by external contractors in line with Circle VHA procurement policy. Appoint contractors under contract and oversee the contract management in line with Circle's Policies and Procedures.
- Oversee the co-ordination of all cyclical service elements for Circle VHA owned and managed premises, including but not limited, Gas Servicing, Electrical Testing and Inspection, routine testing of Fire Safety systems. Legionella testing, Lift servicing and other safety related equipment.
- Assist the Asset Manager in the commissioning, procurement and oversight of the project management of maintenance and upgrade works across the housing stock we own and manage, in accordance with the asset maintenance plan.
- Managing budgeted spends for OMCs and cyclical servicing programmes and reporting to Leadership Team/Board of OMCs/Circle VHA Board periodically.

- Lead on and participate in preparation and maintenance of Health and Safety statements for each site.

Contactors Management

- Ensure that contractors engaged in providing services to all Circle VHA managed OMC/HOMC and Circle VHA premises meet the required criteria prescribed in the Circle VHA procurement policy.
- The Management of relationships with third party providers to ensure continuity in service provision.
- Negotiating prices with third party providers to ensure value for money is achieved.
- Oversee the administration of contracts with providers of property and facilities services.
- Monitoring and measuring performance using predefined Key Performance Indicators.

Assurance & Risk Management – for OMCs/HOMC and CHVA premises

- Ensure ongoing assurance in respect of legal obligations in respect of Health and Safety including (where applicable):
 - Fire safety
 - Mechanical and Electrical safety.
 - Safety, Health and Welfare at Work (Construction) Regulations.
 - Water safety.
 - Fall arrest systems.
 - Asbestos.
- Assist in the identification, management and mitigation OMC/HOMC/Circle VHA premises property related risks through effective risk management.
- Assist the Asset Manager on the resolution of any significant property related emerging risks (e.g. Fire safety, pyrite etc) and alert the Leadership Team of any newly arising significant risks.

Management of Staff

- Responsibility for the management of Property & facilities Officers and maintenance staff working within OMC, HOMC locations and any other Circle VHA location.
- Be responsible for the performance and ongoing development of the Property & Facilities team and the individuals involved.
 - Ensure all staff under your line management hold the required certifications as appropriate e.g. Safe pass.
 - Support, educate and develop the team members as required to ensure the continuous improvement of the team.
 - Establish and maintain a robust hierarchy of measures at individual and service level that best reflect the ongoing performance of the service and that assist in the ongoing development of the service.
- Actively manage and respond to any changing policy and legislation.
 - Ensure all processes and procedures remain fit for purpose.
- Work collaboratively across the organisation to achieve shared objectives/ goals.
- Set a strong and consistent leadership role which reflects the values and ethos of Circle VHA, working towards the broader ambitions of the organisation.

Corporate Responsibilities

- Work and positively contribute to the Property team.
- Annual renewal of Circle VHA's Property Services Licence.
- Ensure all activity is aligned to Circle VHA's values and contributes to the purpose of ensuring high quality housing and services.
- Adhere to all Circle VHA policies and procedures at all times.
- To always exercise discretion and confidentiality.
- To fulfil all care and high standards regarding both Circle VHA and your own health and safety Obligations.

General

- Ensure ongoing reflection of personal development in light of maintaining and enhancing skills and knowledge to meet the current and future requirements of your role.
- Maintain industry insight across all relevant disciplines and respond to changing technology and practice.
- To positively promote Circle VHA in all activities.
- Any other duties which are consistent with your role.

Key competencies required in the role

- Customer care management
- Innovation & Change Management
- Influencing and negotiation skills
- Statistical analysis
- Programme management
- Team Working
- Leadership skills
- Brand integrity
- IT Skills
- Communication Skills

Person Specification

Candidates will be shortlisted on the basis of <u>illustrating in their application that they fulfil the following criteria</u> . Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
<u>Education/Qualifications</u>	<u>Essential</u>	<u>Desirable</u>
<ul style="list-style-type: none">• Property Services Regulatory Authority licence holder Type D	✓	
<ul style="list-style-type: none">• Minimum of Degree required in Surveying or related area or significant property/facilities and compliance management related experience with specific knowledge of working with OMC's .	✓	
<ul style="list-style-type: none">• Managing Safely in Construction Certification		✓
<ul style="list-style-type: none">• Willingness to undertake professional development	✓	
<ul style="list-style-type: none">• Member of Royal Institute of Chartered Surveyors/ Chartered Surveyors Ireland.		✓

<u>Knowledge / Skills</u>	<u>Essential</u>	<u>Desirable</u>
• Specialist role related knowledge, especially property management & contractor management	✓	
• Knowledge of Health and Safety legislation and compliance within a facilities management setting	✓	
• Communication skills –verbal and written, report writing, presentation	✓	
• To plan and organise at organisational and personal level	✓	
• I.T skills to intermediate level	✓	
• Attention to detail	✓	
• Financial control and budget management skills	✓	
• Problem solving	✓	
• Ability to work with people showing empathy and discretion	✓	
• Excellent Customer/Client Services Delivery	✓	
<u>Experience</u>	<u>Essential</u>	<u>Desirable</u>
• 3 Years' experience with suitable qualification or 5 years without	✓	
• Property/Facilities Management	✓	
• Experience of managing a team		✓
• Experience of contractor management		✓

This job description is not restrictive and will be subject to periodic review.