

JOB DESCRIPTION – PROPERTY REPAIR & ESTATES OFFICER

Approved : November 2013	Reviewed on: August 2026
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Job Title:	Property Repair & Estates Officer
Responsible To:	Director of Property Services
Staff Responsibility:	1 x Estates Team Chargehand 5 x Estates Team Members
Job Purpose:	Manage repairs and inspections to Prospect properties in line with the timescales outlined in the Reactive Repairs Procedure. Manage inspections and works to our common areas in line with the Estate Management Policy. Undertake inspections to identify defects within void properties in line with the timescales outlined in the Void Property Repairs Procedure. Manage, monitor and report on the work of consultants and contractors, ensuring works meet agreed specifications, cost controls, and customer expectations Line management of Estates Team. To deputise for the Property Services Director as and when required.

MAIN DUTIES AND RESPONSIBILITIES

1. Staff Management

- 1.1. In accordance with the Association's policies on recruitment selection and equal opportunities, assist the department Director to appoint the highest possible calibre of staff;
- 1.2. Ensure that all new appointments receive comprehensive induction training and that ongoing training and development needs are identified and met (subject to funding availability);
- 1.3. Ensure that team members receive regular supervision and support and that their tasks are completed in line with the agreed timescales and standards;
- 1.4. To plan and organise the work of the team on a day-to-day basis to ensure service levels are met and maintained;
- 1.5. Ensure that all staff receive an annual appraisal interview, that annual targets or objectives are set, and that progress towards meeting individual objectives is monitored regularly throughout the year;
- 1.6. Carry out back to work interviews with staff following absence;

- 1.7. Organise and plan the work of the Estates Team in conjunction with Chargehand – duties include stair cleaning and landscape maintenance within common areas of Prospect's housing developments;
- 1.8. To carry out quality control assessments of the services provided by the Estates Team;
- 1.9. Provide cover for admin and property investment services as and when required;

2. Customer Engagement

- 2.1. Communicate clearly and professionally with customers regarding works being undertaken;
- 2.2. Ensure customers are kept informed throughout the inspection and repair process;
- 2.3. Identify and respond appropriately to vulnerable customers or those requiring additional support;
- 2.4. Promote a positive customer experience and high levels of satisfaction;
- 2.5. Participate in Estate walkabouts with tenant groups and attend meetings as required;

3. Committee Support

- 3.1. Assist the Director of Property Services by ensuring that relevant information is made available as necessary;
- 3.2. Participate in the provision of training and advice to Committee Members so that the required level of understanding and Committee control is present when matters covered by the Property Services department are being considered and that decisions are taken in the best interests of Prospect and its tenants;

4. Financial/Budgetary Responsibility

- 4.1. Operate within the agreed authorisation procedures covering expenditure and approval of payments;
- 4.2. Assist with the processing of invoices within the agreed procedures liaising with Finance staff as necessary;
- 4.3. Assist the department Director in the preparation of department budgets and in monitoring of spend;

5. Repair Inspections and Performance Monitoring

- 5.1. Manage and monitor contractor performance for repairs and voids contracts;
- 5.2. Carry out pre and post inspections of reactive repairs and instruct reactive repairs in line with the scheme of delegation;
- 5.3. Programme and carry out quality inspection of common areas including common stairs, common lighting, bin areas, common external areas including landscape works and play park equipment. Ensure identified works that are required are reported and instructed in line with the scheme of delegation;
- 5.4. Undertake periodic inspections and reports of common stairs to ensure compliance with the health and safety requirements;

- 5.5. Responsible for the oversight and delivery of damp and mould inspections and any remedial works or actions including the data inputting required for performance reporting.

6. Voids Maintenance

- 6.1. Responsible for the management of the void property repairs and maintenance.
- 6.2. Undertake inspections to identify defects within void properties in line with the timescales outlined in the Void Property Repairs Procedure;
- 6.3. Issue instructions, in conjunction with the Director of Property Services, to bring void properties up to the standards required in the Void Property Repairs Procedure;
- 6.4. Monitors and report regularly on contractor quality and programme performance for void repairs;

7. Health and Safety

- 7.1. Ensure all health and safety requirements are met including completion of risk assessments, training and instruction of Estate team members;
- 7.2. Ensure Estates Team comply with relevant health and safety policies, procedures and legislation;
- 7.3. Ensure tools, equipment and machinery are maintained regularly in line with all applicable health and safety requirements;
- 7.4. Responsible for all maintenance, legal and health and safety aspects of the Prospect vehicle fleet.
- 7.5. Carry out regular inspections of all Prospect's stores;

8. Data and Digital

- 8.1. Accurately record inspections, outcomes, and actions within housing management and asset systems.
- 8.2. Ensure high-quality data capture to support performance reporting and compliance monitoring.
- 8.3. Utilise mobile working tools and systems to improve efficiency and service delivery.

9. Other Duties

- 9.1. Managing stock levels of supplies and equipment required for Estates Team;
- 9.2. Meet with external stakeholders as and when required;
- 9.3. Assist the Director of Property Services to review department policies and procedures and ensure they are amended, where necessary, in accordance with the policy review cycle;
- 9.4. Process complaints and other enquiries, including providing written responses and advice on the best course of action;
- 9.5. Participate in training sessions for staff and committee members;
- 9.6. Support with Fire Risk Assessment follow-up works;

- 9.7. Undertaking Energy Performance Certificates including carry out surveys, calculate scorings and produce certificate;
- 9.8. In the absence of the department Director, liaise with external parties as requested and ensure that all urgent matters are brought to the attention of the Director or another Director;
- 9.9. Contribute to the preparation of specifications and tender documents.

Whilst this role focuses on the repairs and void property service, there will be overlap with other teams within the Directorate and other responsibilities will include the following:

Admin Team

Provide cover during periods of leave;

Support with performance reporting.

Property Investment

Provide cover during periods of leave;

Support with performance reporting;

GENERAL

In addition the post holder is responsible for:

- Ensuring the confidentiality of all personal, financial, development or tenant information, where required in accordance with the Data Protection Act;
- Ensuring all relevant policies and procedures are adhered to, and in particular observing the letter and spirit of the Association's Equality and Diversity Policy in all aspects of day-to-day duties relating to tenants, staff, outside agencies and the public;
- At all times working in such a manner as to ensure the health and safety of the post-holder, colleagues, tenants and visitors to the Association's offices;
- Assisting in ensuring the security of the office building, equipment and keys;
- Assisting in the overall work of the department by covering essential duties for absent colleagues and generally sharing the workload;
- Contributing to the overall management of Prospect through participation in ad hoc groups addressing specific issues, departmental meetings, staff meetings and learning and development opportunities;
- Ensuring positive and effective internal communication is maintained both within the department and across all departments.

The list of duties and responsibilities is not exhaustive. The post holder will be expected to undertake other duties as appropriate to the grade to fulfil the responsibilities of the post.

The duties of the post may occasionally require some evening or weekend working for which time off in lieu will be given.

Under the Display Screen Equipment regulations the post is classed as a "DSE User".

The Association's staff grades and salary scales are in accordance with those of Employers in Voluntary Housing (EVH). Details of the grade and salary for this post, and a summary of the main terms and conditions, are detailed in the post holder's Statement of Terms and Conditions of Employment.

Signed by the employee: _____ **Date:** _____