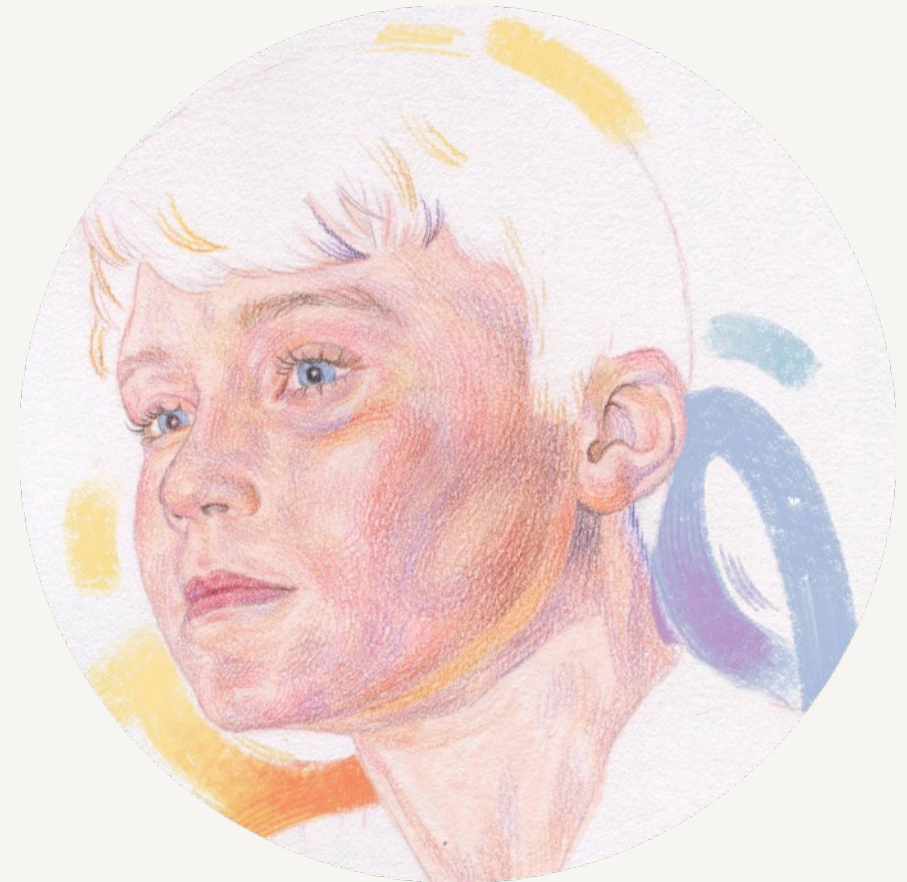
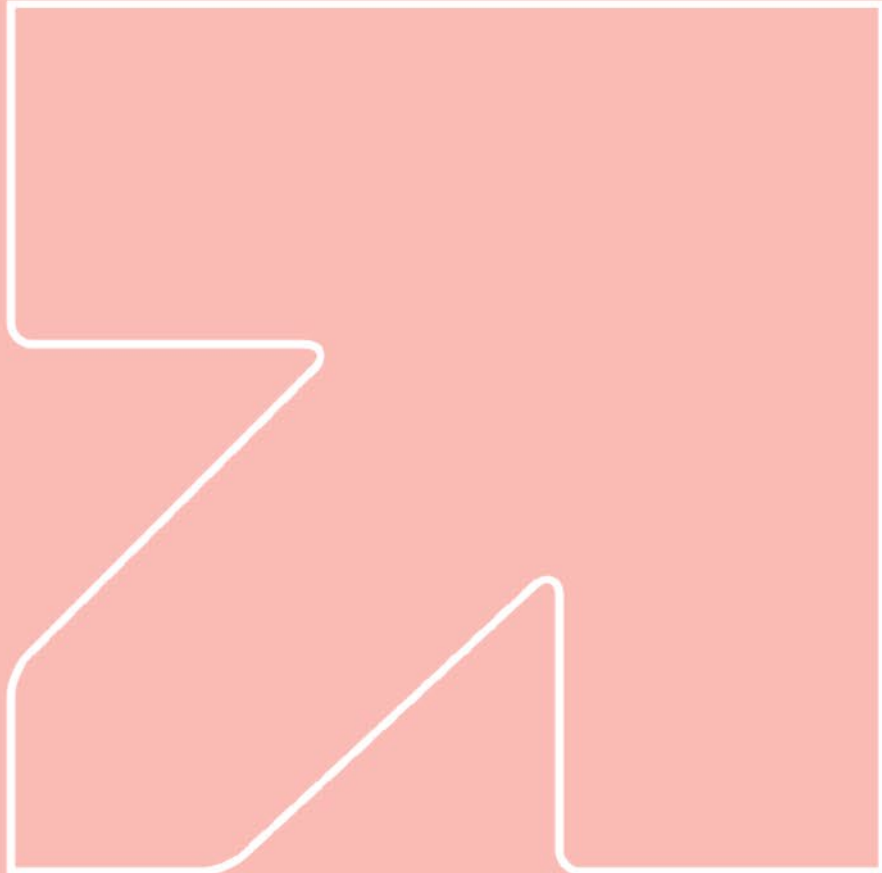


Right
There

Job Pack
Property Manager
(September 2022)



What's inside



About Right There	3 - 4
Our Vision and Mission	5
Role Description	6
Role Responsibilities	7 - 10
Our Values	11 - 12
Role Details	13
How To Apply	14
Our People Benefits	15
Contact Us	16

About Right There

We are Right There, a charity that provides tailored support for people, at home, and in the community. We are here for people who are living with the effects of homelessness, poverty, addiction, or family breakdowns.

Rooted in the hearts of local communities across Scotland, we support people on their journey to creating a safe, supportive place to call home. We help individuals and families affected by homelessness, and improve mental health and wellbeing through mentoring and counselling.

We want to challenge stereotypes - it doesn't matter what the situation is - we're not here to judge, only to help. Our approach is about creating trusting relationships and nurturing people's strengths, and our 200 dedicated staff, mentors and volunteers play a crucial role in this.

We are here to offer the right support at the right time, including breaking down financial barriers; accessing the private rental market; linking up with local health, employment and training services to help people make connections within the community; and helping people feel happier, safer, and more confident to take steps to improve their own lives. Every person's story is unique, and everyone's route home is different, so we tailor our response to the individual.

Our community roots as a charity go back almost 200 years. We believe our work is more important than ever and we are looking to grow our support (no matter how big or small), so we can prevent more people becoming homeless and being separated from the people they love.



Our key areas of focus



For People

Providing counselling, mentoring and tailored family support for those at risk of social inequalities.



At Home

From emergency accommodation to housing support – we provide safe and supportive places to call home.



In The Community

We equip people to live independently and build stronger community connections.



Our Vision

A world where everyone has an equal chance to create a safe and supportive place to call home.

Our Mission

We meet people where they are in life with no judgement; walking alongside those who need support, and preventing them becoming homeless or separated from the people they love.

Job Description

Property Manager



The Property Manager is part of our Senior Management team and has principal responsibility for all aspects of property management, including repairs, cyclic planning, asset investment and future strategic planning.

The Property Manager will take an entrepreneurial approach to delivering an excellent customer focussed service, both internally and externally, through our property team and external contractors. The post holder will deliver increased asset performance, continuous improvement and value for money and ensure that all properties are maintained in line with our quality standards, Health and Safety and legislative requirements.

The Property Manager has line-management responsibility for the Maintenance Manager who oversees the wider Maintenance team, and the Property Administration Manager who oversees the Property Administration and Systems team.

The Maintenance team oversees and maintains a portfolio of over 500 properties of various sizes throughout the Glasgow area and the team consists of general maintenance workers, cleaners, painters and joiners.

Main Role Responsibilities

- Lead the Property team, comprising repairs and maintenance, property procurement and administrative support functions
- Mentor and develop staff.
- Engage and manage contractors, consultants and other service providers
- Lead the development and delivery of the organisation's property service plan
- Deliver a customer focussed repairs and maintenance service that provides efficiency, quality and value for money
- Lead of delivery of property investment, reactive, planned and cyclical maintenance
- Lead and manage the procurement of the organisation's properties, ensuring that they meet agreed quality, health and safety requirements and that costs are in line with budget
- Implement and maintain an approved external contractor list
- Provide guidance and support to programmes in relation to property related issues
- Ensure compliance with all associated legislation, regulation and best practise
- Develop, implement and adhere to policy, processes and systems for property functions
- Ensure that all property records are accurate and accessible
- Implement mechanisms to ensure that all landlords meet their responsibilities in relation to property condition, and health and safety requirements
- Liaise with our Health and Safety Lead to ensure properties meet all health and safety legislation, acts, regulations, special guidance and standards
- Assist in the development, implementation, monitoring and maintenance of Health and Safety strategies, policies and procedures and ensure adherence across the property team
- Prepare and provide regular KPI and management information on the operational and financial performance of the service
- Responsible budget holder for the service ensuring that value for money is achieved
- Lead the development of the organisations housing management software, ensuring that it is fit for purpose, and can provide meaningful management information which can be used for decision making and investment purposes
- Regular attendance and active contribution at meetings, and working collaboratively and positively with both internal and external stakeholders to achieve set objectives in line with the organisations operational and strategic objectives

Main Role Responsibilities

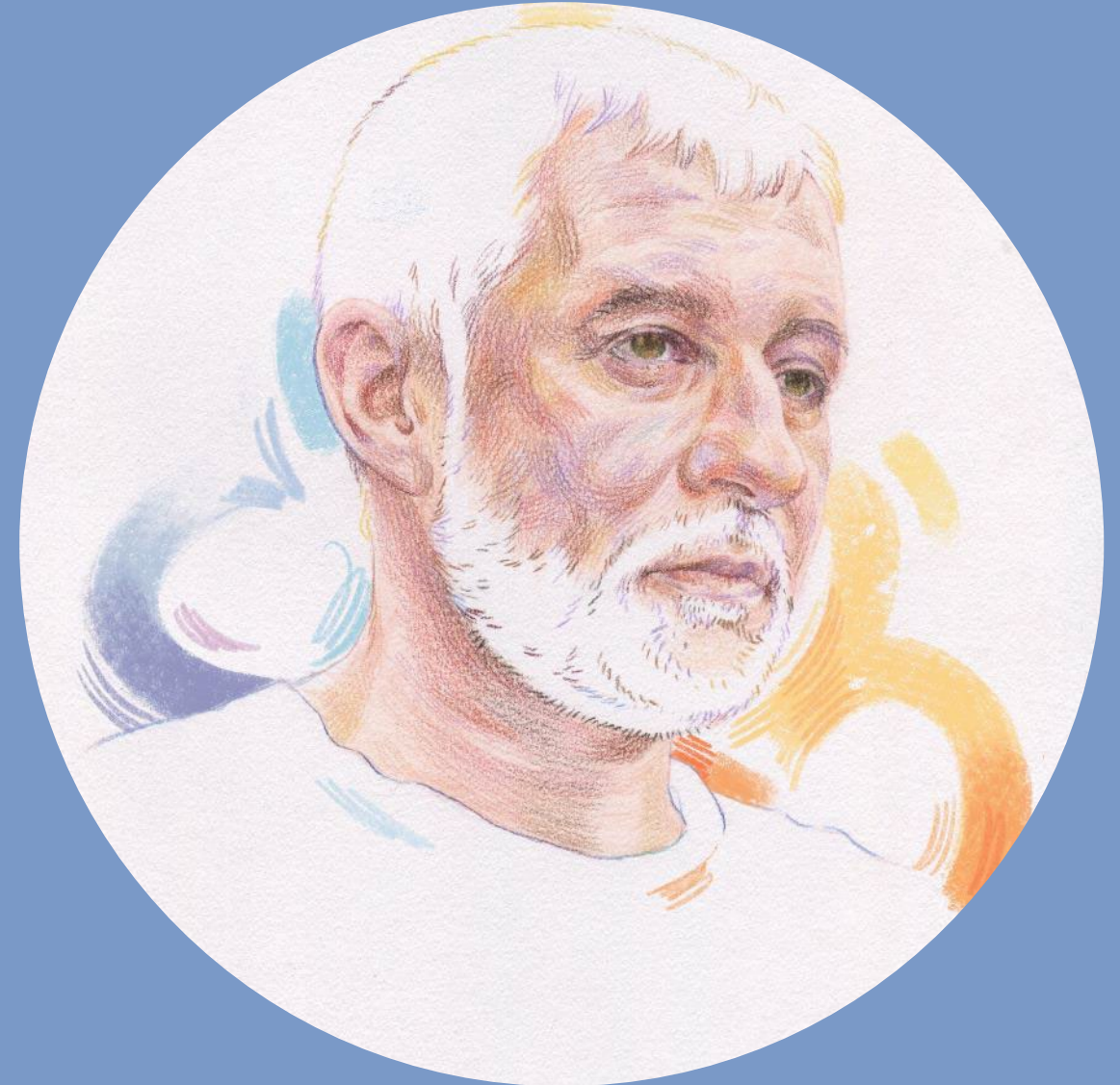
- Provide strong leadership and act as a role model to Right There staff, volunteers and people we support
- Work closely with colleagues of all grades to monitor and evaluate our work
- Develop positive, respectful and compassionate relationships with staff, volunteers and people we support, focusing on their strengths and aspirations as individuals
- Develop partnerships with external agencies
- Have a high standard of professional integrity with colleagues and other professionals
- Establish and uphold clear professional boundaries at all times
- Have an up to date knowledge of current trends and developments across the sector
- Actively contribute to the development of the organisation and of individual services, through supporting operational staff and managers
- Attend and participate in training and share learning experiences
- Engage in reflective practice
- Feedback on the review of organisational policies and procedures and local guidelines
- Promote our programmes through agreed mediums
- Strive for continuous personal and professional development
- Engage with any Right There initiatives, such as NHS Healthy Working Lives, Investors in People etc

Right There *understands the importance of best practice and expects all staff to adhere to:*

- *Right There* policies and procedures
- Scottish Social Services Council (SSSC) Codes of Practice
- Health and Social Care Standards (My Support, My Life)
- Care Inspectorate standards
- Health and safety legislation and practices
- Any other professional standards which are relevant to the post
- Register with any required government bodies and ensure memberships is updated and any attributed costs are paid for.

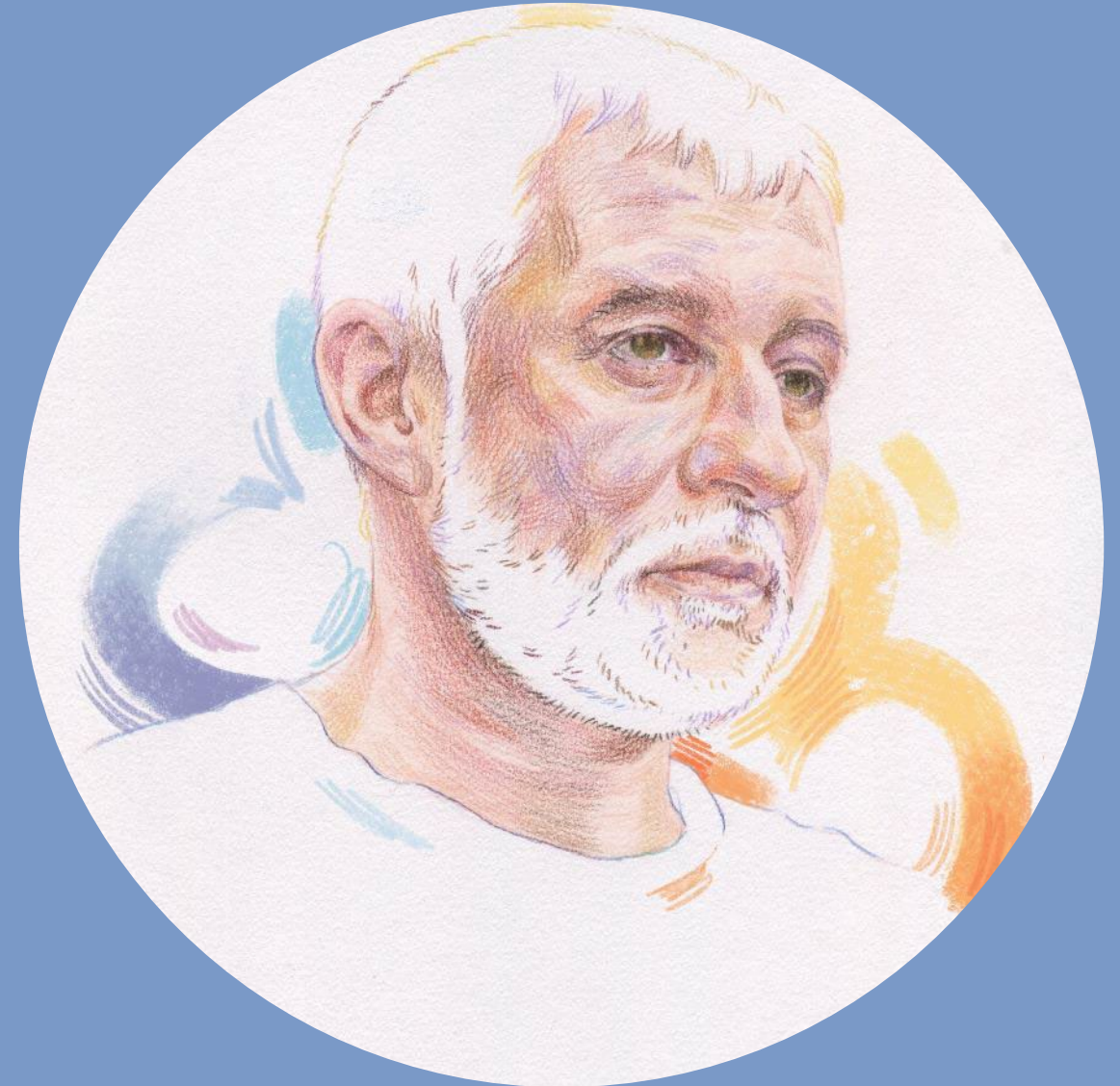
Essential skills and experience

- Excellent knowledge and understanding of the property and building sector
- Excellent knowledge of current property standards legislation
- Experience of managing a team with varied experience and skills
- Experience of implementing system developments, and changes to policy and process
- Excellent communicator with report writing experience
- A commercial approach to property management
- Excellent written and verbal communication skills across a variety of situations
- Ability to collate and analyse data to identify trends and areas for improvement
- Highly motivated and organised with excellent planning and project management skills
- Good level of IT skills and ability to produce high quality reports and presentations
- Ability to manage competing demands and priorities
- Ability to work independently, use initiative and be pro-active
- Ability to build good working relationships with management, employees and contractors at all levels.



Desirable Knowledge

- Degree or relevant professional qualification
- Experience of working in a third sector or not for profit organisation providing social care and support services
- An understanding of the principles of a Psychologically Informed Environment (PIE)



Values

At the heart of Right There is our values. And we are proud to live these every day; to be the best we can be for those involved in our work.

Respect

We treat everyone the same way – with dignity and respect. You'll find no judgement here.

Integrity

We take great pride in having high standards and transparency about our goals and progress as a charity.

Compassion

We understand the importance of empathy, and the power of a shoulder to lean on.

Aspiration

We believe firmly in the goodness in people; their strengths and what makes them unique.

Reflection

We are always learning to be the best we can be.

Our Values

Expected Behaviours

RESPECT

Interpersonal Skills

- Ability to create an environment which promotes co-operation, trust and open exchange of ideas
- A commitment to championing the rights of the people we work with.

INTEGRITY

Leadership & Accountability

- Undertake a leadership role in shaping the ethics, values and vision of Right There by consistently communicating and exemplifying this through best practice
- Understanding and respecting the importance of confidentiality

COMPASSION

People Focus

- Commitment to provide a culture of safety, fairness and inclusiveness
- Commitment to providing a culture where staff are recognised and rewarded for behaviour and contribution to Right There and its values.

ASPIRATION

Developing People & Services

- Creates a culture where learning and development is promoted and encouraged for the good of staff and services
- Invests sustained effort in making a significant impact on improvement in the areas where Right There provide a service securing a positive outcome for the people and communities we serve

REFLECTION

Continuous Improvement

- A commitment to our aim of continuous improvement and reflective practice in all areas of our work
- Commitment to continuous personal and professional development

Role Details

Contract: Full time, permanent, 35 hours per week.

Salary: SCP 44-48 (£42,534-£46,607 per annum)

Reporting to: Finance Director and Deputy Chief Executive

- Working hours are Monday to Friday – worked flexibly between the hours of 8.00am to 6.00pm, with core hours over the period from 10am to 4pm, with one-hour unpaid break.
- Your core place of work will be in 141-145 Charles Street Glasgow G21 2QA
- You may be required to work from such other place as the organisation may reasonably require from time to time.
- Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) pro rata per year in the first year rising to 280 hours (equivalent to 8 weeks) pro rata per year in the second. This includes public holidays.
- All appointments are subject to a minimum of a 12-week probationary period.
- You will be automatically enrolled into the People's Pension following successful completion of your probationary period, provided you meet the auto-enrolment criteria.
- It is the nature of the work of Right There that tasks and responsibilities are, in many circumstances unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

**Right
There**

How to Apply

Please contact our
Recruitment Advisor:

**Debbie Shields, Director
Aspen People
78 St Vincent Street,
Glasgow, G2 5UB
Switchboard: 0141 212 7555
dshields@aspenpeople.co.uk**

Our People Benefits

We know how dedicated our people are and we want to help you achieve a good work/life balance – and make it easier to enjoy life’s special moments!

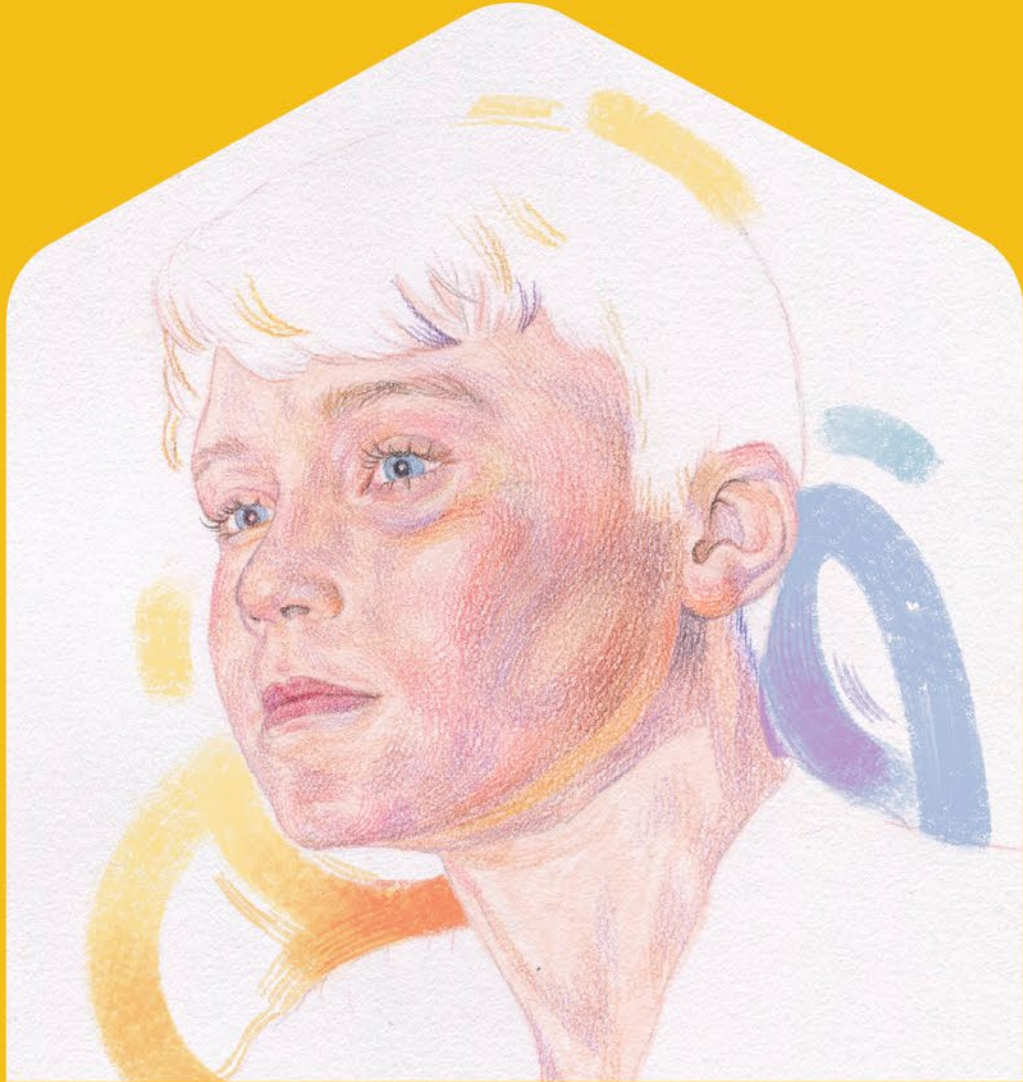
That’s why we’ve got a range of enhanced family-friendly and wellbeing benefits to give you some well deserved perks of being a Right There employee.

Benefits include:

- Hybrid working – work where is best for you and your role
- Enhanced maternity, paternity, adoption, and shared parental leave
- Employee 24-hour counselling and wellbeing services
- 6 weeks annual leave, rising to 8 after a year (plus you can purchase up to 5 more days)
- Life insurance 4x your salary
- Dedicated training and development plans
- Cycle to work scheme

Read more about our benefits by visiting rightthere.org





www.rightthere.org
hello@rightthere.org

Follow us search 'Right There':



Thank you.

Good luck with your
application.

**For People.
At Home. In the Community.**