



## **Role: Property & Facilities Officer**

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

**Reporting to:** Asset Manager

**Contract:** Permanent

**Grade:** Grade 3

**Salary:** €37,925 - €50,964

**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 40 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 Property and Facilities Officer is a key role within the Asset team. The role is responsible for the delivery of property management services for the OMCs which CVHA currently manages along with a view to contributing to growing this element of the business. The role also encompasses facilities and compliance management for all CVHA owned and managed premises, ensuring that CHVA is compliant with all regulatory and legislative requirements relating to properties.

## **Key responsibilities:**

### **OMC Property Management – Facilities Management**

- Delivery of a commercial managing agent service, per agreed service contract, to individual Owners Management Companies (OMCs).
- Preparation of long term maintenance budgets OMC and monitoring of sufficiency of sinking fund held by company to service requirements from same.
- Preparation of annual plan of management for each OMC along with annual budget and budget explanation documentation for approval by Board/Committee of OMC.
- Ensuring adequate levels of appropriate insurance is in place for each OMC.
- Preparing tenders to external contractors for the delivery of service components in line with Circle VHA procurement policy.
- Review and evaluation of tenders submitted by external contractors in line with CVHA procurement policy.
- Co-ordinating all service elements of works/services for OMCs.
- Overseeing response repairs and maintenance for OMCs.
- Managing budgeted spends for OMCs and reporting to Leadership Team /Board of OMCs/Circle HVA Board periodically.
- Overseeing and managing the delivery of all routine compliance servicing to CVHA owned and managed properties.
- Preparation and maintenance of Health and Safety statements for each site.
- Maintaining good working relationships with the Board of the OMC through regular communication.
- Oversight of service charges collection for each OMC and reporting on same to Leadership Team /OMC Board/Circle VHA Board periodically.

### **OMC Property Management – Company Secretarial**

- Ensuring that the OMC and Directors of the OMC are compliant with relevant regulation and legislation.
- To provide 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 undertake 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.
- Preparation of newsletters (at least annually) to residents in OMC locations.
- Preparation and provision of Requisitions on Title.
- Liaison with key stakeholders regarding OMC matters of Title.

## **Hybrid OMC Property Management – Facilities Management**

- Delivery of a managing agent service, per agreed service contract, to Local Authorities for Hybrid Management Companies (HOMCs).
- Preparation of long term maintenance budgets HOMC and monitoring of sufficiency of sinking fund held by company to service requirements from same.
- 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.
- Preparing tenders to external contractors for the delivery of service components in line with Circle VHA procurement policy.
- Review and evaluation of tenders submitted by external contractors in line with CVHA procurement policy.
- Co-ordinating all service elements of works/services for HOMCs.
- Overseeing response repairs and maintenance for HOMCs.
- Managing budgeted spends for HOMCs and reporting to Leadership Team/Local Authority/CHVA Board periodically.
- 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/CVHA Board periodically.

## **Circle VHA Facilities Management**

- Managing facilities for our main Head Office and Satellite Offices.
- 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.
- Review and evaluation of tenders submitted by external contractors in line with Circle VHA procurement policy.
- Co-ordinating 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.
- Overseeing response repairs and maintenance for Circle VHA owned and managed premises.
- Managing budgeted spends for OMCs and cyclical servicing programmes and reporting to Leadership Team/Board of OMCs/CHVA Board periodically.
- Preparation and maintenance of Health and Safety statements for each site.

## **Contactor 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.
- 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 Head of Property Services 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 Maintenance Staff**

- Responsibility for the management maintenance staff working within OMC, HOMC locations and any other Circle VHA location.
- Be responsible for the performance and ongoing development of the maintenance 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 services 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**

Key Skills	Essential	Desirable
Candidates will be shortlisted on the basis of <b><u>illustrating in their application that they fulfil the following criteria.</u></b> Examples that demonstrate the ability to fulfil the criteria should be included as well as the above competencies.		
<b>Education / Qualifications</b>		
• Property Services Regulatory Authority licence holder Type D	✓	
• 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 .	✓	
• Managing Safely in Construction Certification		✓
• Willingness to undertake professional development	✓	
• Member of Royal Institute of Chartered Surveyors/ Chartered Surveyors Ireland.		✓
<b>Knowledge / Skills</b>	Essential	Desirable
• 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	✓	
<b>Experience</b>		

• 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.*