**JOB DESCRIPTION**

**Job Title:**  Property Co-ordinator

**Location:**  YMCA Norfolk, 25-26 Hall Quay, Great Yarmouth, NR30 1HQ

**Responsible to:** Housing Manager

**Responsible for: -**

**Job Purpose:**

* To undertake the effective operational delivery of housing management functions to tenants to agreed standards, towards our mission of ‘*transforming young lives.*
* To ensure provision of a safe and secure environment through management of Health and Safety in the Great Yarmouth scheme.

**Main Responsibilities:-**

Intensive Housing Management

1. Undertake income recovery in line with policy and procedure, to ensure collection of rental income within agreed targets and enable tenancy sustainment for tenants to include:

* Collection of ineligible charges;
* Advice and guidance to ensure access and maintenance of benefits;
* Preventative actions to avoid arrears;
* Implementation of procedures where arrears are incurred.

1. Undertake tenancy sign ups and induction into the Great Yarmouth service with new tenants.
2. Undertake pre and post void inspections, void turnarounds and end of tenancy procedures to maximise occupancy and minimise income lost through voids.
3. Respond and intervene to Anti-Social Behaviour through assisting Support Workers to prepare restorative meetings and applying possession procedures. Work in partnership with the Support Worker and other agencies to take preventative and supportive measures to change behaviours.
4. Undertake housing background checks on prospective tenants.

Building Management

1. Undertake Health and Safety arrangements for the scheme including:

* Health and Safety Checks including building inspections and visual electrical safety checks;
* Fire alarm testing, planned evacuations and other checks required in the fire risk assessment;
* Ensuring all Health and Safety records are up to date and available for inspection;
* Ensuring all tenants are aware of Health and Safety procedures through inductions and regular updates;
* Undertake risk assessments where required in partnership with the facilities team.

1. Undertake regular building checks as part of ensuring safety and security of tenants and the scheme throughout each shift.
2. Undertake housekeeping and cleaning of communal areas and void properties involving tenants in care of the scheme.
3. Arranging for maintenance issues to be responded to providing access and facilitating visits from contractors and raising repairs on AMIS.
4. Undertaking minor maintenance such as changing light bulbs, replacing fire alarm batteries.

Safeguarding

1. Ensure prompt responses to emergencies following relevant policies and procedures including safeguarding, incident management and Health and Safety emergencies.
2. Support in implementing safeguarding procedures where there is a new or existing concern in relation to tenants, staff or any person connected to YMCA Norfolk.
3. Ensure any information in relation to safeguarding is recorded, kept up to date and shared with the wider team.
4. Work within measures identified within safety planning undertaken by Support Workers with tenants.

Front of House Cover

1. Provide ‘front of house’ cover within office opening times to respond to general enquires from tenants and visitors to the highest standards of customer service.
2. Co-ordinate and prepare meeting rooms for tenants and staff in the scheme.
3. Undertake cashing up, banking and replenishing of petty cash in line with financial procedures to ensure integrity of cash handling in the scheme.
4. Ensure prompt responses to emergencies following relevant policies and procedures including safeguarding, incident management and Health and Safety emergencies.
5. Participate in the preparation and delivery of positive activities and co-production initiatives for Great Yarmouth tenants and wider YMCA community.
6. Undertake basic administration tasks including:

* Logging and managing post;
* Ensuring office supplies are replenished;
* Production and issuing of standard letters and communications to tenants;
* Ensuring information available in the service is up to date;
* Ensuring tenants receive information about upcoming events and positive activities within YMCA Norfolk.

General:

1. To liaise with management and Support Workers regarding housing related issues ensuring seamless communication between the housing management and support roles.
2. To participate in ensuring compliance to equalities legislation and best practice to respond to equality and diversity issues.
3. To ensure effective liaison with all departments regarding housing relating issues and information, including the Finance Department.
4. To ensure confidentiality practices and data protection is upheld in line with policy and legislation.
5. To implement and adhere to YMCA Norfolk’s Policy and Procedures at all times.
6. To work within established definitions of acceptable and unacceptable risk, carrying out risk assessment and adhering to risk management polices and instructions.
7. To operate within clear professional boundaries and working within YMCA Norfolk’s Staff Code of Conduct.
8. To participate in regular line management, team meetings and annual appraisals.
9. To be responsible for own personal and professional development.
10. To carry out any other tasks that may be required from time to time in accordance with the post holder’s capabilities and the changing working environment.

Christian Ethos

1. To work in line with the Christian identity of the Organisation within the service area.
2. To ensure all housing policies, procedures and working practices support the Christian identity and values of YMCA Norfolk.

**TERMS AND CONDITIONS**

**Pay**: £7.93 per hour

**Hours**: 30 hours per week

**Shift Pattern**: 5 x 6 hour shifts

**Annual Leave**: 33 days including all public and bank holidays (pro-rata for part time working)

**Pension**: Access to contributory stakeholder pension scheme after 3 months.

**Notice Period**: 1 Month

**Conditions of Appointment**: Satisfactory medical examination, satisfactory references and clear enhanced DBS check.

**In Service Training:** Time allowed for in-service training, subject to budgetary provision.

**PERSON SPECIFICATION**

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| --- | --- | --- | --- | --- | --- |
| Requirement | **Essential** | **Desirable** | **Application Form** | **Selection Test** | **Interview** |
| ***Knowledge*** |  |  |  |  |  |
| **K1** Knowledge of Intensive Housing Management activities including rent collection and tenancies. | **🗸** |  | **🗸** |  | **🗸** |
| **K2** Knowledge of safeguarding young people and vulnerable adults. | **🗸** |  | **🗸** |  | **🗸** |
| **K3** Basic knowledge of Housing Legislation and regulatory frameworks. |  |  | **🗸** |  | **🗸** |
|  |  |  |  |  |  |
| ***Skills*** |  |  |  |  |  |
| **S1** Ability to undertake risk assessment of a variety of situations and recognise where concerns needs to be escalated in line with safeguarding and health and safety procedures. | **🗸** |  |  |  | **🗸** |
| **S2** Ability to manage difficult situations and problem solve. | **🗸** |  | **🗸** |  | **🗸** |
| **S3** Ability to communicate clearly and work in partnership with tenants, staff and external agencies. | **🗸** |  | **🗸** |  | **🗸** |
| **S4** Ability to work independently without constant supervision. | **🗸** |  | **🗸** |  | **🗸** |
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| ***Aptitude*** |  |  |  |  |  |
| **A1** Competent user of Microsoft Outlook, Word and Excel. | **🗸** |  | **🗸** |  | **🗸** |
| Requirement | **Essential** | **Desirable** | **Application Form** | **Selection Test** | **Interview** |
| **A2** Able to demonstrate a high level of interpersonal skills including empathy, genuineness and willingness to listen and respect other views. |  |  |  |  |  |
| **A3** Competent to make written reports, complete and maintain tenants records. |  |  |  |  |  |
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| ***Experience*** |  |  |  |  |  |
| **E1** Experience of working with a housing or support setting with vulnerable young people or adults. | **🗸** |  | **🗸** |  | **🗸** |
| **E2** Experience of undertaking housing management functions including rent collection, tenancy sign ups and responding to ASB. |  |  | **🗸** |  | **🗸** |
| **E3** Experience of maintaining buildings including health and safety and fire checks. | **🗸** |  | **🗸** |  | **🗸** |
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| ***Education*** |  |  |  |  |  |
| **Q1** “O” level / GCSE or Equivalent in Maths and English | **🗸** |  | **🗸** |  |  |
| **Q2** Professional or skill based qualification in Housing or Social Care |  | **🗸** | **🗸** |  |  |
| **Q3** Evidence of recent relevant learning or training |  |  | **🗸** |  |  |
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| ***Christian Ethos*** |  |  |  |  |  |
| **V1**. In sympathy with the Christian  Identity of the YMCA. | **🗸** |  | **🗸** |  | **🗸** |
| Requirement | **Essential** | **Desirable** | **Application Form** | **Selection Test** | **Interview** |
| ***Personal Qualities*** |  |  |  |  |  |
| **P1** Able to present self and work effectively | **🗸** |  |  |  | **🗸** |
| **P2** High levels ofhonesty, integrity and discretion | **🗸** |  |  |  | **🗸** |
|  |  |  |  |  |  |
| ***Circumstances*** |  |  |  |  |  |
| **C1** Able and willing to work unsocial hours | **🗸** |  |  |  | **🗸** |
| **C2** Hold a full driving licence and have own transport |  | **🗸** | **🗸** |  | **🗸** |
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| ***Health*** |  |  |  |  |  |
| **H1** Able to meet the requirements of the post with or without reasonable adjustment | **🗸** |  | **🗸** |  | **🗸** |
|  |  |  |  |  |  |
| ***Equality and Diversity*** |  |  |  |  |  |
| **O1** An understanding of equality and diversity | **🗸** |  | **🗸** |  | **🗸** |