

Associate Director of Property - Job Description & Person Specification

Sense salary point:	2CHADPPXX1
Location:	Selly Oak or Crayford
Responsible to:	Group Director of Finance and Resources
Responsible for:	5 direct reports, across various locations

About Sense

For everyone living with complex disabilities. For everyone who is deafblind. Sense is here to help people communicate and experience the world. We believe that no one, no matter how complex their disabilities, should be isolated, left out, or unable to fulfil their potential. Our experts offer support that's tailored to the individual needs of each person, whether that's at our centres, through our holidays and short breaks, or in people's own homes. In addition to practical support, we also provide information to families, and campaign for the rights of people with complex disabilities to take part in life.

About the Sense Property team

Sense Property are responsible for all aspect of managing the organisations property portfolio, Fleet management, Insurance, Corporate procurement, and the developing Environment strategy.



About the role

Objectives

- Lead Sense's property portfolio to ensure all properties are maintained to a high standard within budget, meet regulatory compliance requirements and make best use of our resources.
- Ensure properties are properly commissioned and decommissioned as necessary in accordance with our strategic and operational objectives.
- Strategic asset management, programme delivery, service development and implementing and managing change.
- Lead the effective planning and delivery of all aspects of Property Services.
- Delivery of Sense Environmental policy and vision of being carbon neutral by 2040.
- Ensure that we have a robust fleet management plan in place ensuring best value the organisation.
- Lead the facilities management of key centres in Birmingham, London, and Wakefield.

Leadership in the Property team

- Promote the development of a performance culture that welcomes innovation, strives for continuous improvement in service standards and gives priority to quality customer services and improving the quality of life for service users.
- Lead, inspire, and motivate Property staff to foster effective inter-departmental relationships and collaborate with Senior Management to promptly identify solutions.
- Ensure health and safety compliance is managed across the teams, including gas servicing, electrical, fire safety, legionella and asbestos.
- Contributing to the organisation wide strategic property discussions.
- Continually reviewing the efficiency and effectiveness of the Property function and recommending changes and developments for improvement.



Property repairs and maintenance

- Organise, plan, deliver an efficient and effective repairs response service, as well as managing reactive daily maintenance service for all properties, ensuring regulatory compliance where appropriate.
- Collaboration with stakeholders to plan and manage an annual work programme for property modernisation and improvement, ensuring we meet accessible requirements for all service users and provide regular communication of progress.
- Monitor, manage and develop service levels agreements with suppliers and external contractors, addressing issues where service falls below agreed standards and compliance.
- Supplier management through maintenance of approved trade suppliers and service engineers, ensuring best value and high service levels.
- Negotiate and agree on best value third party and external agency contracts where needed.

Management Information

- Ensure accurate records are kept for property maintenance, improvements, lease hold properties and renewals, and third party contractors on property database.
- Ensure systems are in place for equipment servicing.
- Analyse activity and service levels; producing reports for the Executive team when required.

Commissioning & Decommissioning Properties

- Site management: Locate, survey, and report on new property sites, negotiate lease terms, and manage building schedules.
- Lease negotiations: Handle rent reviews, lease renewals, and manage schedules of dilapidation.
- Undertake rate relief applications on all properties, including rating appeals.



Fleet & Insurance

- Collaborate with Fleet & Insurance Manager to maintain appropriate insurance policies and manage claims.
- Ensure the organisations fleet meets user needs, is cost-effective, and complies with legislation.

Environment and Procurement

- Collaborate with Environment & Procurement Manager to achieve carbon neutrality by 2040.
- Undertake projects and surveys to reduce energy use and carbon footprint.
- Ensure best value corporate contracts are in place.

General

- Set and monitor repair and maintenance budgets, ensuring targets are met.
- Ensure capital expenditure is appropriate and delivers best value.
- Maintain and record compliance with property safety legislation.
- Develop and maintain an effective out-of-hours emergency response service.
- Comply with Sense policies, promoting equal opportunities and a safe, supportive environment.

Person specification

Knowledge and Experience

- RICS Chartered Surveyor.
- Relevant degree in Building, Property, or property related subject.
- Experience managing a property or facilities related team with a multi-site environment.
- Detailed knowledge of the role of environment and procurement in a large nationwide organisation.



- Good knowledge of health & safety, legislation, tendering practices, and IT systems related to property.

Skills

- Good verbal and written communication skills to effectively manage staff and collaborate with stakeholders at all levels.
- Proven leadership skills.
- An ability to build effective working relationships with internal colleagues and external agencies, so that objectives are met consistently.

Personal Circumstances

- The role may require regular national travel to other Sense offices with overnight stays.
- The role may require some unsociable hours, including evenings and weekends.

Our values

Everything we do is underpinned by five core values. These values shape the way we work as we pursue our vision of a world where no one, no matter how complex their disabilities, is isolated, left out, or unable to fulfil their potential.

- We include
- We collaborate
- We find a way
- We challenge
- We celebrate

Other information

This job description does not form part of the employment contract.

This post is not exempt from the Rehabilitation of Offenders Act.

September 2024