



Job Profile

Job Title	Head of Property Services
Reports to (job title)	Director of Asset Management
Job Reference No.	HOMEJD800

The job in a nutshell...

To lead Home Group's internal property services team including all aspects of general property support to the business such as internal consultancy, valuation, appraisals, acquisitions and disposals, lease advice, service charge setting and conveyancing support.

Supporting the wider operations, development and regeneration teams including providing independent advice, support and guidance to Home Group colleagues and their partners, in accordance with statutory and legal requirements, RICS guidelines and internal policies and procedures. The key aim is to ensure Home Groups portfolio achieves best value and meets customer requirements now and in the future.

What success will look like...

We're passionate about delivering for our customers and you'll play a key role in delivering our portfolio strategies. Home Group has an ambitious strategy to become 20% more efficient as a business whilst growing the overall number of homes. You'll bring a professional and commercial focus on all aspects of residential property acquisition, disposal and valuation related matters. The aim is to deliver operational efficiencies whilst optimising capital surplus and recycling of capital grant.

The team completes initial consultancy and appraisals through recommendations and transaction management that supports the overall mission. They support our statutory sales team with property advice and external liaison where necessary to help customers meet their home ownership aspirations.

The role will lead and coordinate this activity, managing and engaging with senior stakeholders, overseeing activity reporting, influencing and delivering key parts of the overall asset and footprint strategy. You'll be able to demonstrate extensive property-based experience at a senior level as a result.

As we continue our mission to build homes, independence and aspirations, you'll oversee and directly provide property advice to colleagues in our development team, working with them from project inception through to letting homes and incorporating them into our portfolio.

We're keen to ensure that all our colleagues can fulfil their potential. You will play an active

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role in mentoring colleagues working towards their professional qualifications, such as MRICS or MCIIOB, as well as keeping your own knowledge up to date by attending relevant CPD sessions.

You'll already have these **brilliant** skills, qualifications and knowledge...

You'll hold a relevant degree (or equivalent qualification or experience) and be a member of the Royal Institution of Chartered Surveyors (MRICS). You'll have experience in residential property management or development and in delivering freehold and leasehold acquisitions and disposals.

The role will require you to be competent in valuation (undertaking and commissioning externally), you'll be confident in applying those valuation skills to undertake asset investment options appraisals, forming investment plans and strategies. As well as overseeing other valuations and monitoring output quality and consistency.

It goes without saying that you'll be a skilled negotiator and excellent at influencing colleagues and external stakeholders. You'll also need to demonstrate good communication skills, including writing clear and concise reports, chairing meetings and presenting.

We'll expect you to prioritise your workload to achieve targets within agreed timescales and monitor the performance of the portfolio to deliver on key performance indicators. You'll be expected to use your experience to

You'll oversee a casework based general practice team, ensuring output productivity and quality is maintained. Using your experience in the sector to take act as the lead on decisions for property case work. You'll be able to make sound recommendations and decisions on property related issues, using your experience and understanding of valuation, planning and wider 'property' implications.

Forming relationships is critical to being successful in the role and you'll be able to demonstrate the ability to collaborate with colleagues at all levels including senior leaders and executives.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Detailed knowledge of the valuation and management of social housing stock

Knowledge or experience of using reporting and appraisal tools, mapping systems and property management systems would be useful. At Home Group we currently use Qube, GISCadCorp and Pamwin.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

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Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No Yes c. £1 million

You'll manage people? No Yes ... around 10 direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent



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