

Role Profile – The What, The Where, The How

POSITION	Deputy Head of Property Investment and Compliance	GRADE	?
TEAM	Coastline Services	LOCATION	Coastline House Sites as required agile working
VERSION	1.0	LAST UPDATED	July 2024

THE PURPOSE OF THIS ROLE IS TO

Support the Head of Property Investment and Compliance;

To manage the provision of consistent, high quality and customer property investment, stock condition data and compliance services to ensure achievement of Coastlines corporate objectives, particularly the safety of Coastline’s customers.

Management of the team responsible for the management of external planned and responsive maintenance contracts.

To provide high quality and good value capital improvement programmes and asset management services, including the Facilities Management for Coastline corporate buildings and staff facilities.

To motivate a team to provide an excellent personalised service to Customers and Clients working collaboratively with the Head of Property Investment and Compliance to improve performance, lead cultural change and to further embed customer and colleague engagement within the company.

Specific Accountabilities – The Brass Tacks

In the role, day to day, you’ll be responsible for:

1. With the support of the Head of Property Investment and Compliance be responsible for Coastline’s asset compliance and health and safety regulations in a manner that ensures that business objectives are met and regulatory compliance is a given; including Fire, Asbestos, Radon, Legionella, Gas and Electricity, lifts and installed lifting equipment, Housing Health and Safety Rating System (HHSRS) including Fitness for Habitation.
2. Direct Line management of five Managers and the Planned and Cyclical programmes they manage including Heatcare, Eleccare, fire, asbestos, waste water, roofing, cleaning, grounds maintenance Painting & Repairs, Kitchens & bathrooms as well as any ad-hoc larger projects outside of this

3. Responsible for ensuring that the property investment and asset management services are delivered in line with Coastlines Strategic Plan, Asset Management Strategy, Repairs & Maintenance Strategy, policies and procedures, meeting standards for quality, time and responsiveness.
4. Be responsible for the stock condition survey programme, data collection and analysis to drive the stock investment programme informing the 30 year business plan.
5. Manage the Compliance and Property Investment Teams, Contractors and Partnerships.
6. Lead on delivery of excellent quality services for customers, ensuring that all customer complaints and enquiries are managed effectively.
7. Provide effective line management to maximise the potential of the 5 Managers, whilst monitoring and achieving high levels of compliance.
8. To be responsible for related annual budgets, thereafter ensuring that all income and expenditure is monitored and controlled within budget, procedures, levels of authority and audit requirements.
9. Manage the facilities management for Coastline’s corporate buildings (including Coastline House, Miners Court and Chi Winder) ensuring effective and efficient maintenance.
10. Undertake special projects to help form and implement continual improvements by establishing plans, setting targets and evaluating outcomes to achieve high levels of performance and customer satisfaction.
11. Manage and develop current health and safety practices, ensuring compliance with current Health and Safety legislation, regulations, and best practice.
12. To ensure regulatory and legal compliance for all related activities, within the required timescales. Understand health and safety legislation requirements of a social housing landlord, including CDM Regulations, construction site requirements, Fire Regulations and Housing Health and Safety Rating System (HHSRS) and bring any shortfalls observed to the attention of the person(s) concerned.
13. Deputise for the Head of Property Investment and Compliance as required.
14. Participation in the Senior Leadership Team

Person Specification – The Who

PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria although in this role it is very likely that you will be professionally qualified. Specifically, what we’re looking for is someone who:

- Demonstrates behaviours in accordance with Coastline’s values:
 - Put our customers first
 - Be open, honest, and accountable
 - Value each other
 - Strive to be the best
- Extensive knowledge and understanding of construction methodology, Building Regulations, and other building codes/regulations.

- Understand the social landlord specific requirements of asset management and property investment programmes.
- An understanding of construction and development processes, including planning, pre-contract, post-contract, contract law and viability principles.
- A wide understanding of the compliance, asbestos, fire, gas, electric, Legionella and Lifts including knowledge of legal requirements.
- Qualification and experience in relevant specialist property management activities
- Has a full driving licence and a satisfactory DBS check.

Some experience in the following would be an advantage:

- Ability to work under pressure and prioritise workload of self and others.
- Experience of working within a construction company.
- Good project management qualities with ability to motivate and support colleagues.
- Knowledge of Social Housing Management Databases and processes.

General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

REPORTING

- Reports to Head of Property Investment and Compliance
- Responsible for direct line management of the Programme and Compliance Managers

CONTACTS

Internal

- Colleagues
- Senior managers, Board
- Managers, Supervisors, and operatives

External

- Customers
- Clients
- Local planning authority and building control
- Contractors, architects, and designers
- Statutory undertakers
- Social care support (e.g. Cornwall Council)
- Technical experts

