Ypeople Support



"I have been working as part of the Ypeople Support team for 7 years and I have enjoyed seeing our organisation grow over the years. Ypeople Support always has an open door, which I love, as everyone works in a collaborative manner and very much in a skill sharing environment." - Kash

Our Ypeople Support team are based in Glasgow and their roles cover a wide variety of areas; Finance, HR, Communications, Development and Transformation. While our day to day work is diverse and requires many different skills and talents, what unites is working to promote and support the services we provide.

The Ypeople values run through all we do. We use these values, along with our commitment to be psychologically and trauma informed, in every communication and interaction.

97% of employees said the training and development opportunities offered made Ypeople an employer of choice.

-Ypeople Employee Benefits Survey, 2020

Working as part of the Ypeople Support team brings many opportunities for training and learning about the wider work that Ypeople does. Most importantly, it gives us the opportunity to help other services effectively deliver the support to the communities we serve. It is a collaborative and inclusive workplace where you can be yourself and continuously develop your knowledge.

"Being part of Ypeople Support you feel part of the larger organisation and work in collaboration. We all bring our areas of expertise to work together and contribute to the impact the organisation has on people’s lives." - Clair

**Job Description**

1. **Job Title:**
2. **Location:**
3. **Salary:**

**Property Manager**

**Ypeople Support, 15 Dava Street, Glasgow, G51 2JA Circa £40,000 - £45,000 per annum**

1. **Job Purpose:**

Reporting to the Head of Transformation, you will have principal responsibility for all aspects of property management, including repairs, cyclic planning and asset investment. You will be entrepreneurial in your approach to delivering an excellent, customer focussed service, both internally and externally, through our property team and external contractors. You will deliver increased asset performance, continuous improvement and value for money and ensure that all properties are maintained in line with our quality standards, Health and Safety and legislative requirements.

1. **Ypeople Values**

*Ypeople is a values-based organisation and the post holder will be expected to uphold and actively practice our organisational values which are:*

* + **Respect**

We treat everyone fairly, and value diversity

* + **Integrity**

We are honest, professional, and our actions are guided by best practice

* + **Compassion**

We understand people’s life journeys, and show kindness to everyone

* + **Aspirational**

We strive to be the best, for our staff, the people we support, and partners

* + **Reflective**

We learn and adapt, embrace change and celebrate success

1. **Role and Responsibilities Strategy**
   * Lead, develop and implement the property strategy for the organisation
   * Ensure the service is planned and delivered in line with the organisation’s vision, values and strategic objectives
   * Work closely with colleagues across the organisation to ensure the property service meets the needs of the organisation and aligns with, supports and promotes, the future aspirations of the organisation

**Practice & Service Delivery**

* + Lead the Property Team, comprising repairs and maintenance, property procurement and administrative support functions
  + Engage and manage contractors, consultants, and other service providers
  + Lead the development and delivery of the organisation’s property service plan
  + Deliver a customer focussed repairs and maintenance service that provides efficiency, quality and value for money
  + Lead on delivery of property investment, reactive, planned and cyclical maintenance
  + Lead and manage the procurement of the organisation’s properties, ensuring they meet agreed quality, health and safety requirements, and costs are in line with budget
  + Implement and maintain an approved external contractor list
  + Provide guidance and support to services in relation to property related issues

**Quality and standards**

* + Compliance with all associated legislation, regulation and good practice
  + Developing, implementing and adhering to policy, processes and systems for property functions
  + Ensure all property records are accurate and accessible
  + Implementing mechanisms to ensure that all landlords meet their responsibilities in relation to property condition, and health and safety requirements
  + Liaise with the Health and Safety Lead to ensure properties meet all health and safety legislation, acts, regulations, special guidance and standards
  + Assist in the development, implementation, monitoring and maintenance of Health and Safety strategies, policies and procedures and ensure adherence across the property team

**Performance**

* + Prepare and provide regular KPI and management information on the operational and financial performance of the service
  + Responsible budget holder for the service ensuring that value for money is achieved
  + Lead the development of the organisations housing management software, ensuring that it is fit for purpose, and can provide meaningful management information which can be used for decision making and investment purposes
  + Regular attendance and active contribution at meetings, and working collaboratively and positively with both internal and external stakeholders to achieve set objectives in line with the organisations operational and strategic objectives

1. **Relationships**

*Relationships are the fundamental human experience and you will be expected to:*

* + Provide strong leadership and act as a role model to Ypeople staff, volunteers and people we support
  + Work closely with colleagues of all grades to monitor and evaluate our work
  + Develop positive, respectful and compassionate relationships with staff, volunteers and people we support, focusing on their strengths and aspirations as individuals
  + Develop partnerships with external agencies
  + Have a high standard of professional integrity with colleagues and other professionals
  + Establish and uphold clear professional boundaries at all times

1. **Personal & Organisational Development**

*Ypeople encourages staff to be actively involved in their own, their service’s, and the organisation’s development and you will be expected to:*

* + Have an up to date knowledge of current trends and developments across the sector.
  + Actively contribute to the development of the organisation and of individual services, through supporting operational staff and managers
  + Attend and participate in training and share learning experiences
  + Engage in reflective practice
  + Feedback on the review of organisational policies and procedures and local guidelines
  + Promote Ypeople services through agreed mediums
  + Strive for continuous personal and professional development
  + Engage with any Ypeople initiatives, such as NHS Healthy Working Lives, Investors in People etc

1. **Policies & Procedures**

*Ypeople understands the importance of best practice and expects all staff to adhere to:*

* + Ypeople’s policies and procedures.
  + Scottish Social Services Council (SSSC) Codes of Practice.
  + Health and Social Care Standards (My Support, My Life).
  + Care Inspectorate standards.
  + Health and safety legislation and practices.
  + Any other professional standards which are relevant to the post.
  + Register with any required government bodies and ensure memberships is updated and any attributed costs are paid for.

1. **Working Conditions:**

*Ypeople value our staff as our greatest asset and will provide the following working conditions:*

* + The post holder will report directly to the Head of Transformation
  + An average of 35 hours per week predominately on a Monday to Friday basis, however, it will be necessary at times to work evenings or weekends to meet the demands of the role and to provide adequate levels of support to the organization.
  + Annual leave entitlement of 210 hours holiday (equivalent to 6 weeks) per year in the first year rising to 280 hours (equivalent to 8 weeks) per year in the second. This includes public holidays.
  + All Ypeople employees join the Life Assurance Scheme from day one of employment.
  + All appointments are subject to a minimum of a 12 week probationary period.
  + The post holder will be automatically enrolled into the People’s Pension following successful completion of their probationary period, provided they meet the auto-enrolment criteria.
  + Due to the nature of our work the post holder may be asked to work at different locations depending on operational requirements.
  + It is the nature of the work of Ypeople that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are, therefore, expected to work in a flexible way when the occasion arises.

**Person Specification Job Title: Property Services Manager**

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| **Factor** | **Essential** | **Desirable** |
| **Education and Qualifications** |  | * Degree or relevant professional qualification |
| **Knowledge and Experience** | * Excellent knowledge and understanding of the property and building sector * Excellent knowledge of current property standards legislation * Experience of managing a team with varied experience and skills * Experience of implementing system developments, and changes to policy and process * Excellent communicator with report writing experience * A commercial approach to property management | * Experience of working in a third sector or not for profit organisation providing social care and support services * Understanding of the principles of Psychologically Informed Environment (PIE) |
| **Values/Competencies**  **Respect**  *We treat everyone fairly, and value diversity*  **Integrity**  *We are honest, professional*  *and our actions are guided by best practice*  **Compassion**  *We understand people’s life journeys, and show kindness to everyone*  **Aspirational**  *We strive to be the best, for our staff, the people we support, and partners* | **Interpersonal Skills**   * Ability to create an environment which promotes co-operation, trust and open exchange of ideas * A commitment to championing the rights of the people we work with.   **Leadership and Accountability**   * Undertake a leadership role in shaping the ethics, values and vision of Ypeople by consistently communicating and exemplifying this through best practice * Understanding and respecting the importance of confidentiality   **People Focus**   * Commitment to provide a culture of safety, fairness and inclusiveness. * Commitment to providing a culture where staff are recognised and rewarded for behaviour and contribution to Ypeople and its values.   **Developing People and Services**   * Creates a culture where learning and development is promoted and encouraged for the good of staff and services * Invests sustained effort in making a significant impact on improvement in the areas Ypeople |  |

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| **Reflective**  *We learn and adapt, embrace change and celebrate success* | provide a service securing a positive outcome for the people and communities we serve  **Continuous Improvement**   * A commitment to our aim of continuous improvement and reflective practice in all areas of our work * Commitment to continuous personal and professional development |  |
| **Skills and Abilities** | * Excellent written and verbal communication skills across a variety of situations * Ability to collate and analyse data to identify trends and areas for improvement * Highly motivated and organised with excellent planning and project management skills * Good level of IT skills and ability to produce high quality reports and presentations * Ability to manage competing demands and priorities * Ability to work independently, use initiative and be pro-active * Ability to build good working relationships with management, employees and contractors at all levels. |  |
| **Any Other Requirements** | * Flexibility regarding working patterns * Ability to travel to Ypeople services across Scotland * Full driving licence and access to a car for work purposes, and insured for business purposes |  |