

A place to **Live**
A place to **Love**
A place to **Belong**



HOSPITAL OF GOD
Here for Everyone

Head of Property

Application Pack

Welcome



An exciting opportunity has arisen for a talented, qualified and ambitious Head of Property to join the Senior Leadership Team at The Hospital of God.

This document provides more information about our Charity, the role and the application process.

The Hospital of God is a registered Charity which has a long and proud history of working with vulnerable people living in the North-East of England. Established in 1273 by Bishop Robert de Stichell to help poor and elderly people,

throughout the centuries we have taken this founding ethos and developed into a modern organisation meeting a range of 21st century needs.

The Head of Property will be based within our Head Office, set in the beautiful and landscaped grounds of the Greatham Estate but will travel to all Charity properties across the North East

We are looking for someone who:

- ☑ **Wants to make a positive difference to our Charity**
- ☑ **Is creative and has a positive “can-do” attitude**
- ☑ **Thrives in a busy and varied workplace**
- ☑ **Is flexible, adaptable and can drive transformational change**
- ☑ **Has the ability to proactively seek solutions to issues**

In return we will give you:

- ☑ **Access to an Employee Assistance Programme**
- ☑ **£45,000- £47,812 according to level of skills and experience with the possibility of progression within this band dependent upon performance**
- ☑ **33 days annual leave (inclusive of bank holidays)**
- ☑ **Annual pay review subject to the Charity’s financial performance**

How to apply

- Complete the online Application Form (https://isw.changeworknow.co.uk/hospital_of_god/vms/e/careers/search/new), listing your skills and experience in line with the Job Description and Person Specification.
- Closing date: 17 March 2022 at midnight (*note the deadline has been extended*)
- Interviews will be held week commencing 21 March 2022
- For an informal discussion regarding the vacancy, please contact hr@hospitalofgod.org.uk to arrange an appointment

Job Description

Location:	Based at the Estate Office (Greatham, Hartlepool), with regular travel to other Charity properties in the North East
Hours:	35 hours per week (Monday – Friday. 09:00 – 17:00)
Responsible to:	Director
Job Purpose:	To be strategic lead for the Charity’s property portfolio, including operational maintenance, service development and health and safety activities
Salary:	£45,000- £47,812 according to level of skills and experience with the possibility of progression within this band dependent upon performance
Contract Period:	Permanent

Key responsibilities

Property Maintenance and replacement

- To prepare, develop, cost and implement a 5/10/15 year planned maintenance programme for component replacements for the property portfolio.
- To prepare, plan and deliver an annual planned/cyclical maintenance programme based upon systematic assessment of the condition/age of Hospital of God properties.
- To ensure all contracted works/repairs are carried out in accordance with regulatory and statutory requirements.
- To provide an efficient and responsive repair service for tenants and occupants of Hospital of God properties.
- To minimise void periods when properties are vacant.
- To appoint competent contractors and manage the delivery of their work to ensure that the Hospital of God receives quality and value for money in all property related works.
- To prepare tender documents and evaluation processes for works as agreed with the Director.
- To periodically benchmark repair prices to ensure value for money is being provided.
- To prepare, manage and report on maintenance budgets.

Capital Projects, Development and Management

- To work with the Director in developing and delivering specific Capital new build projects as necessary.
- To appoint and project manage external professional appointments/commissions to undertake Capital projects delivery as necessary.
- To ensure that all building projects adhere to building regulations and other statutory requirements.
- To ensure that all Capital projects are delivered in budget and time.
- To undertake day to day liaison with any design team members or contractors appointed for the delivery of building projects.
- To source external funding opportunities that fit with the Charity’s future developments.

- To source potential development sites.

Health and Safety

- To ensure that all Hospital of God properties accord with relevant health and safety requirements.
- Ensure that all statutory (and good practice) inspections/testing /compliance of buildings and site infrastructure are implemented in a timely manner, recorded and records retain for a minimum of 5 Years, this is to include but not limited to
 - Fire safety risk assessments
 - Fire protection systems
 - Electrical installations
 - Gas safety
 - Water management (Legionella)
 - Asbestos management
 - Ventilation
 - Lift safety
 - LOLER regulations
 - Kitchen Extracts/Ventilation and cleaning procedures
 - Lightening Protection system
 - Good Practice checks
 - Tree inspections
 - Servicing of drainage pumping stations
 - Footpath inspections
- To ensure records of all compliance inspections are compiled and maintained and are always available for inspection.
- Maintain the Property portfolio asbestos register and management plan and undertake the annual reviews.
- Review annually all Fire Risk Assessments for all properties as required.
- Ensure that all direct reports are inducted and qualified through a programme of training and technical updates.
- Ensure that the Gardeners always follow safe working practices.

Disaster and Emergency planning

- To ensure that there are plans to enable the Charity to deal with emergencies, natural disasters and civil disasters that safeguard as far as possible the wellbeing of beneficiaries and staff and protect the assets of the Charity.
- To actively contribute to all reviews of the business continuity plans.

Building Compliance Management

- To ensure that all properties are legally compliant.
- To manage the database on planned compliance dates.
- To ensure compliance contractors attend in date.
- To liaise with all external works agencies regarding compliance i.e., Fire Brigade re fire risk audits etc as required.

Service and Maintenance Contracts

- To keep under review all such contracts for quality of service provided and value for money.

- To prepare and manage all tendering processes for new contracts as agreed with the Director.

Property Management

- Create and maintain accurate records, plans and drawings of all sites and buildings including operations and maintenance manuals for plant and services infrastructure.

Procurement, cost, and budget management

- Ensure the delivery of projects and operations are within budget and if required take action to mitigate potential overspends.
- Review ongoing all energy supply contracts and renew contracts as they expire to ensure ongoing best value.

Site Security

- To ensure that there is a scheme of site security that protects beneficiaries and staff and the assets of the Charity.
- To act as one of key points of contact between the Charity and external organisations such as the police and local authority in relation to site security.
- To keep abreast of technological and social developments in relation to security.

Property Letting

- Inspect vacant properties and prepare repairs list prior to reletting and manage repairs with approved contractors
- Show prospective tenant's properties.
- Complete property inventories prior to letting.

Other

- To receive management supervision from the Director as required.
- To take part in management team meetings and other events as required including
 - Senior Management Team meetings.
 - Leadership Management Team meetings
 - Budget review meetings
- To ensure positive professional relations with staff, trustees, beneficiaries, contractors, and external agencies
- To provide out of hours support either by telephone or in person for all Hospital of God property matters except when on annual leave.
- To always maintain the highest standards of organisational and customer confidentiality
- To demonstrate a commitment towards your own continuous personal development, including undertaking training to ensure awareness of current regulatory requirements and good practice in relation to property management and in line with the requirements of your professional body
- To implement Hospital of God policies on Health and Safety, Data Protection and Equal Opportunities always
- To undertake any other duties and responsibilities as may be reasonably required within the scope of the post

Person Specification

Factor	Essential	Desirable
Qualifications	<p>Educated to degree level or similar</p> <p>Qualified to MRICS or MCIQB or equivalent</p>	<p>Qualified to IOSH or NEBOSH or equivalent</p> <p>Additional professional qualifications</p> <p>Evidence of vaccination status (or proof of medical exemption)</p>
Experience	<p>Currently working within a property or construction environment</p> <p>Experience in social housing and/or social care properties</p> <p>Experience of working with/managing contractors</p> <p>Preparing and managing maintenance /cyclical and planned maintenance budgets</p> <p>Project management experience</p> <p>Facilities Management experience</p>	<p>An understanding of Hospital of God's mission, vision and values and service portfolio</p>
Knowledge/ Skills/Abilities	<p>Knowledge of social/private housing and social care facilities</p> <p>Cyclical maintenance planning</p> <p>Building Compliance legislation (Housing/Care Facilities)</p> <p>Budget preparation and management</p> <p>Good problem-solving ability</p> <p>Ability to work when under pressure</p> <p>Ability to prioritise workload</p> <p>Property troubleshooting and problem solving</p> <p>Have a good working knowledge of Microsoft office</p>	<p>Basic design and draughtsmanship skills</p> <p>Knowledge of planning applications requirements</p> <p>Preparing Tender documents</p> <p>Planning and Building regulations</p> <p>Working knowledge of Domestic mechanical and electric installations/operations</p>

	<p>General administration experience and highly organised</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Excellent interpersonal and communication skills, both written and verbal</p> <p>I.T. skills including using all Microsoft packages</p> <p>Ability to create positive relations with colleagues, service users and professionals</p> <p>Ability to respond by telephone and in person, if necessary, to out of hours calls</p>	
<p>Other (eg attitude, interests etc.)</p>	<p>Full clean driving license and access to a car (business insurance essential)</p> <p>Team Worker with flexible attitude to duties and hours of work</p> <p>Enhanced Disclosure from the Disclosure and Barring Service</p> <p>Clean and smart appearance</p> <p>Committed, enthusiastic, reliable</p> <p>Excellent time keeper and reliable</p> <p>Open minded and non-judgmental</p> <p>Willing to undertake further training relevant to the post</p> <p>Flexibility to operate within a constantly changing environment</p> <p>Drive and determination to achieve excellence</p> <p>Ability to keep calm under pressure</p> <p>Professionalism and integrity</p>	

Willingness to step out of the Property Assistant role and into other areas of work, sometimes unrelated, as needed

About The Hospital of God

The Hospital of God at Greatham is a Registered Charity (registration 1123540) and a Company Limited by Guarantee (registration number 6533385, England & Wales).

Founded in 1273, the Charity will celebrate its 750th anniversary next year. The Charity has a long and proud history of working with vulnerable people living in the North-East of England.

The Charity provides a wide range of services which provide excellent care, support and housing services for people, particularly older people and those living with dementia.

The main charitable activities are:

- Residential care for older people
- Day care and community support services for people living with dementia, and their families, delivered through our day centres, our community-based pastimes service and our family support services throughout Hartlepool and East Durham
- Support information and advice through our dementia advisory service in Hartlepool
- Supported living for older people in our Almshouses located in Greatham, Norton, Stockton and the wider North East
- The making of grants to voluntary and community sector and those not-for-profit organisations which make a difference to the lives of people in our communities

Our Property Portfolio

The Hospital of God has a varied and diverse property portfolio comprising of the following

- 79nr Market rent /Estate properties within Greatham Village
- 121nr Alms houses in Greatham, Norton on Tees, Stockton on Tees, Hexham, Corbridge and Whitley Bay
- 1024 acres of tenanted farmland, comprising 3nr Farmhouses and various agricultural buildings
- 2nr Care Homes
- 2nr Day Care Centres
- 12 Acres of Estate grounds
- 5nr Commercial properties with Greatham Village
- 55nr Allotments
- 24nr properties within the portfolio are listed Grade II buildings

Why we do it

To enable people to live their life to the full, experiencing happiness, contentment, fulfilment and belonging.

To empower people and communities by being an excellent provider of care and support for older people, including those living with dementia and their families and carers.

To make a difference to people's lives by:

- Enabling people to be happy, content, and to live life to the full
- By building a sense of belonging, reducing feelings of loneliness and isolation and
- By promoting and maintaining people's independence

Vision, Mission and Values

Vision:

- Older people live independently, live well and enjoy life
- People living with a dementia, their families and carers live life to the full
- Communities are strong, full of hope and resilient

Mission:

- To deliver excellent quality care and support, placing people at the heart
- To be forward thinking, caring, dynamic, a great place to be
- To support and empower communities

Values:

- Kind, caring and compassionate
- Everybody matters all the time
- Listening, learning and striving for excellence
- Putting people at the heart of everything we do

Valuing Staff

- Employee of the Month Award
- Exceptional Thank You Award to Staff during Covid
- Monthly Staff Newsletters

Financial Position

Despite the impact of the pandemic upon the Charity's operations, the Charity's financial position was largely unaffected, principally due to the health of its reserves and the strength and performance of its endowment. The health of the Charity's reserves, together with the resilience and stability afforded by its endowment, are enabling the Charity to weather the current storm by bridging the gap between income and expenditure and allowing it to continue investing in services for the future.

Key achievements:

- Annual Property budget of £600k
- Future projects including:
 - New housing developments (market rent and Almshouses)
 - Creation of new Marsh land habitats on Charity land, in conjunction with the Environmental Agency
 - Development of new building-based services.
 - Potential development of solar farms to achieve fuel sustainability for Greatham services.
- Post determined projects to develop include:
 - Upgrading EPC ratings to current stock to meet future government requirements for tenanted properties
 - Progression of planned upgrades to kitchens, bathrooms, and mechanical & electrical installations
 - Ongoing component replacement programme.