



Candidate Brief
Head of Property Services
CDS Co-operatives



DWC
CONSULTING

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ABOUT CDS CO-OPERATIVES

Thank you for your interest in the role of Head of Property Services with CDS Co-operatives. Information about how to apply is included at the end of this document.

CDS is a charitable community benefit society first established in 1975 to support the development of new housing co-ops. Over time, our role has evolved and we now own and manage homes across the South East of England. Our core purpose is to provide, support and promote co-op and community-led housing – so that more people can shape the things that matter to them – at home, in their neighbourhood or community. We truly value our cooperative roots and we are committed to supporting cooperation as an effective business model and as a set of valuable skills.

As a provider, we are a regulated housing association owning 700 social rented homes and 300 leasehold properties in London and the home counties.

As a supporter, we are the largest co-op service agency in the South-East offering landlord and business services to around 40 co-ops and their c1800 homes. Our aim is to offer services that enable co-ops to thrive as independent and successful businesses.

As a promoter, we aim to use a proportion of our surpluses to invest in making community-led housing part of the mainstream housing sector. We will do this by collaborating with others to build tools and infrastructure – land, planning, funding, design and group support – so that more homes can be built more quickly and more easily.

As a co-operator, we aim to help people develop the skills to co-operate and collaborate, to build awareness of co-operation as an effective business model that can help to avoid financial hardship.

ROLE PROFILE

Head of Property Services — £60,000 per annum plus up to 10% bonus

What will you do at CDS and how does that link to our purpose?

You will be responsible for ensuring that we provide a customer-centred property service for our residents, making the most of our investment in assets to deliver safe and decent homes and an increasing level of customer satisfaction. You will support an effective and efficient repairs service and directly lead our voids, non-standard/complex repairs, building safety & compliance and larger investment programmes. You will be our main in-house technical expert for building issues and you will lead a team that actively collaborates with residents in their work.

What difference will you make?

- Our homes will be safe and in good condition. Where homes don't meet that standard, we will have a clear plan for how the standards will be achieved.
- Our property compliance programmes will be comprehensive and robust, meeting all statutory and regulatory requirements. Non-compliance will be alerted and resolved quickly and openly.
- We will procure efficiently, making the best decisions to promote reliability and resilience in our compliance programmes, our investment programmes and our consultancy support.
- Our repairs service will work effectively, with 'escape lanes' for large, complex or investigatory works to support a 'one and done' approach for most day-to-day repairs.
- Our properties will be of a consistently good standard when relet and your team will see this as an opportunity to start the customer journey in a positive way.
- We will constantly be improving our stock knowledge and recording this consistently so that we can make good asset management decisions.
- We will always seek feedback from residents about their experience and preferences and use this to inform decision-making.
- Budgets for property matters will be well-planned, managed and delivered with clear and effective reporting and controls.
- Project governance for larger projects will be clear and transparent.
- We use our resources well, prioritising safety and balancing best practice with customer desire.

We will look to you to...

- Champion building safety, identifying and responding quickly and effectively to the most serious and/or immediate risks whilst improving our overall safety standards and approach.
- Effectively commission and manage all property safety compliance work, e.g. gas and lifts.
- Provide effective, values-based leadership and direction, nurturing a culture of collaboration and respect in line with our values and mission.
- Lead by example in your work with other managers and in the way you personally operate.
- Ensure your team deliver excellent results and are accountable to stakeholders, whilst addressing and resolving poor performance or behaviour quickly and effectively.
- Collaborate and consult to set appropriate standards for property investment, works contract management and consultancy and ensure that these are monitored and met.
- Develop and operate clear policies and procedures to support the delivery of good quality property services that are consultative and meet all statutory and regulatory requirements.
- Develop and deliver budgets for property investment and develop efficient procurement mechanisms for works and consultancy support with appropriate controls.
- Set and deliver clear expectations for achieving value for money in your services.
- Provide a 'centre of knowledge' for all building-related matters, both through your team and through information and networks.
- Maintain accurate records and provide reliable and useful performance reports for your team, partners, senior management and the Board.

You will definitely bring...

- Technical expertise, RICS or CIOB chartered membership, evidence of continued professional development and five years' experience in residential property maintenance.
- Proven capability to lead a successful property services team in a residential context with a strong focus on safety, customer satisfaction and communication.
- Experience of developing and delivering long-term investment plans, effective procurement approaches and in-year projects, programmes and contracts.
- Strong leadership skills with the ability to plan and delegate work and to support, motivate, empower and challenge those in your team to deliver personal and corporate objectives.
- Excellent communication, report-writing, MS Excel skills and project management expertise
- Sound numeracy and financial management skills with experience of delivering on both capital and revenue budgets.
- Knowledge of current policy and regulation relating to property, safety and asset management.
- Experience of effectively using MS office suite products with a good level of competence.

You will be a star performer in this role if you...

- Like the challenge and opportunity of autonomy and accountability as an expert in your field.
- Have high standards for building safety creatively achieve these whilst satisfying customers.

- Want to help residents get what they want for their home, even if it isn't your ideal.
- Make complex things simple, blending creativity and communication with technical skills.
- Relish building supportive networks and partnerships that foster effective collaboration.
- Set high standards for personal performance and show determination to meet goals.
- Feel confident taking decisions and taking accountability for those decisions, even in situations that involve physical, financial or reputational risk.

This probably isn't your dream job if you...

- Are uncomfortable with being responsible for physical or financial risk.
- Like to seek assurance from others before finalising decisions or taking actions.
- Struggle to balance priorities of time or resource.
- Have an 'all or nothing' approach or think there is an absolutely right way to do most things.
- Are a poor planner or a poor time manager.
- Feel that changing your mind about things is a sign of weakness
- Are a 'glass half empty' person, rather than a 'what can we do with what we have' person.

You will be responsible for...

Planned Works Surveyor (x1)

Property Compliance Administrators (x1.5)

Buildings Surveyor (x1)

Quality Inspector (x1)

Non-Standard Works Co-ordinator (x1)

Other staff and consultants, as required

You will get support from...

Operations Director

What we offer

Salary: £60,000 per annum plus up to 10% bonus

Other Benefits

- Contributory pension scheme (Up to 10% matched).
- 28 days annual leave (3 fixed, plus statutory bank holidays).
- Health cash plan (non-contributory).
- Employee perks system (Perkbox).
- Eligibility for an annual performance bonus.
- All reasonable travel expenses or care mileage allowance.

HOW TO APPLY

To apply for this role, please send us your CV and a personal statement outlining how you meet the criteria, outlined in the Role Profile.. This information will be used to assess your application.

DWC Consulting is managing this recruitment on behalf of CDS Co-operatives, so please send your completed documents in MS Word format to david.weaver@dwcglobal.co.uk. It would be appreciated if you could read through the brief guidance below prior to making your application.

Your CV

Sending a CV is optional, however, if you do, please keep this concise. When you're providing information about your past employment, please clearly explain any employment gaps and ensure we have an up-to-date contact number, home and email address.

Your Supporting Statement.

This is your opportunity to demonstrate your suitability for the role so please focus your statement on how you meet the criteria outlined in the Role Profile. Short examples of achievements are also helpful.

The closing date for applications is Monday 6th June 2022.

We will acknowledge your application within 24 hours of receipt. If you do not receive this acknowledgement, please let us know so that we can check. Note that proof of emailing does not mean proof of receipt.

If having read all the information, you would like an informal chat, please email David Weaver to schedule a conversation. David's email is: david.weaver@dwcglobal.co.uk

Willing you all the best.

David Weaver
Senior Partner
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STRUCTURE CHART

