



# Job Description

## Property Manager

*This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.*

The purpose of the role is to create a safe and enjoyable lifestyle for Summerset customers. The Property Manager is accountable for the ongoing compliance and management of all property, grounds and other Village assets. They will manage and maintain these resources to help deliver company targets across revenue, customer/resident experience, quality, brand, financial, staff, assets, health and safety and legal / regulatory compliance.



**STRONG ENOUGH TO CARE**



**ONE TEAM**



**STRIVE TO BE THE BEST**






**BRINGING THE BEST OF LIFE**

<b>Business Unit</b>	Operations
<b>Department / Team</b>	Village Operations
<b>Reporting Line</b>	Village Manager
<b>Contribution / Responsibilities</b>	<p><b>Property and asset planning</b></p> <ul style="list-style-type: none"> <li>Develop, deliver and report on Property and Asset Management Plan for the village in line with the overall Village plan and Summerset's overall asset planning including: Village 'look and feel'; resident satisfaction; financial performance; resourcing; risk management, continuous building compliance, village and resident security and business continuity/disaster recovery</li> <li>Work proactively and in conjunction with Head office Sustainability team to develop and action initiatives that optimise efficiency and support Summersets stated sustainability objectives at a Village level</li> </ul> <p><b>Reputation, brand, and customer satisfaction</b></p> <ul style="list-style-type: none"> <li>Deliver a high-quality experience for residents to drive Summerset's reputation and brand. This includes: ensuring high standards of village presentation; enabling residents to enjoy a full Village experience; effective resident and family communications; attendance at resident meetings; and efficient responsiveness to resident needs and concerns.</li> </ul> <p><b>People Leadership</b></p> <ul style="list-style-type: none"> <li>Create a high-performing and engaged property team that supports Summerset's goals and ensures the Village is highly regarded by residents and other stakeholders. Manage and develop direct report(s), with accountability for recruitment, coaching, performance, recognition and remuneration review within Company delegations</li> </ul> <p><b>Capital Expenditure Projects (CAPEX)</b></p> <ul style="list-style-type: none"> <li>With the Village manager, and in line with agreed Village asset management plan, submit an annual list of Capital Projects for the Village including pricing and priorities</li> <li>With support from the National Property team, co-ordinate and deliver all approved CAPEX projects within plan, agreed timeframes and budget</li> </ul> <p><b>Maintenance</b></p> <ul style="list-style-type: none"> <li>Ensure the planning and delivery of effective Village property and asset maintenance for buildings, gardens and other assets (e.g. site vehicles, machinery).</li> <li>This covers delivering a planned preventive maintenance programme, undertaking reactive maintenance, involvement in relevant Village audits and conducting regular inspections of Village property, gardens and other assets to address any compliance, safety and programmed maintenance issues</li> </ul> <p>Ensure Village security systems and processes are maintained in accordance with policy and to residents satisfaction</p> <p><b>Refurbishment</b></p> <ul style="list-style-type: none"> <li>Plan and manage required asset refurbishments in line with the approved Village property and asset management plan and budget.</li> <li>This includes liaising with the residents on their needs, conducting pre and post occupation inspections, and collaborating effectively with the sales Manager and other Summerset staff</li> </ul> <p><b>Contract Management</b></p> <ul style="list-style-type: none"> <li>Work with the Village Manager and National Contracts team to source, contract and manage suitable third-party providers of property and asset management services</li> <li>Ensure effective specification and performance management through regular reviews of the required services</li> </ul> <p><b>Financial performance</b></p> <ul style="list-style-type: none"> <li>Prepare and support approval for the property budget. Manage the approved budget, approving invoices within delegated authorities,</li> </ul>

	<p>ensuring targets are met or exceeded, and achieving increased cost-effectiveness where feasible while also maintaining high standards of Village presentation</p> <p><b>Risk Management and disaster recovery</b></p> <ul style="list-style-type: none"> <li>• Ensure effective risk management and disaster recovery strategies or plans are in place, seeking best practice advice and support as applicable.</li> <li>• Resolve or escalate any issues through to Village Manager and management colleagues, as soon as practicably possible through effective use of Summersets H&amp;S management systems.</li> <li>• Ensure all required property compliance and regulatory checks are undertaken and all critical service dates are met.</li> <li>• Escalate any 'service' isolations or 'hot works' according to process, so Summerset's insurer can be notified</li> <li>• Manage insurance events as required and in line with Summerset policy and procedures</li> </ul>
<b>People Leadership</b>	<p>Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.</p>
<b>Health &amp; Safety</b>	<p>Be a proactive contributor to ensuring the health &amp; safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.</p>
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Relevant trade qualification and significant experience in a related area</li> <li>• Strong understanding of complex building systems and regulatory compliance regimes</li> <li>• Strong understanding and demonstrated experience of Health &amp; Safety in action</li> <li>• Demonstrated people leadership and management skills, including the ability to ensure high levels of engagement and performance</li> <li>• Success leading teams to deliver great customer service</li> <li>• Change leadership expertise</li> <li>• Ability to deal with operational complexity and balance of functional responsibilities in a demanding people focused environment</li> <li>• Financial and resource planning and management skills</li> <li>• Enthusiasm, empathy and skills to relate with older people and their families</li> <li>• Social confidence and the ability to positively connect with a wide range of people</li> <li>• Sound analysis, problem solving, decision making and judgement</li> <li>• Good communication skills – written and verbal</li> <li>• Microsoft Office skills – proficient with Excel, PowerPoint and Word</li> <li>• A current drivers license</li> <li>• Excellent time management</li> <li>•</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Village Manager, Sales Manager, and other Staff</li> <li>• Operations Manager, National and Regional Facilities Managers, , Development other Head Office staff</li> <li>• National Garden Specialist</li> <li>• Project co- Ordinator (central NI)</li> <li>• Head office health &amp; Safety team</li> <li>• Residents, their families, and prospective residents</li> <li>• Village Committee Members</li> <li>• Contractors and Suppliers</li> <li>• District Health Board, and extended outside agencies</li> <li>• Industry bodies e.g. RVA and NZACA</li> <li>• Peers throughout the country</li> </ul>
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>• 0-10 direct reports</li> </ul>

	<ul style="list-style-type: none"><li>• Opex / capex budget</li></ul>
<b>Other</b>	<ul style="list-style-type: none"><li>• This job includes all the main duties and responsibilities of the role; however you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role, at the request of the Village Manager or the Head Office Property Team.</li></ul>

Values		
 <b>STRONG ENOUGH TO CARE</b> We treat our residents like family. We do what's right. We respect people as individuals.	 <b>ONE TEAM</b> We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.	 <b>STRIVE TO BE THE BEST</b> We work hard. We like to win. We're always learning and improving.

Competencies	How you demonstrate this
<b>Makes Quality Decisions</b>	Able to make good and timely decisions that keep the village moving forward
<b>Tech Savvy</b>	Able to quickly learn and use different systems that may be specific to our workplace, and the MS Suite (Word, Outlook, Excel, PowerPoint)
<b>Resourcefulness</b>	Securing and deploying resources effectively and efficiently utilizing your network in the community and across the company
<b>Optimises work processes</b>	Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
<b>Interpersonal Savvy</b>	Able to relate openly and comfortably across a diverse group of stakeholders. It involves having a range of interpersonal skills and approaches and knowing when to use what with whom.
<b>Building effective teams</b>	Being able to unite a diverse group of individuals into a cohesive unit, all aligned to achieve the goals of the village
<b>Communicates effectively</b>	Able to develop and deliver multi-mode communications that convey a clear understanding of the unique needs of different audiences
<b>Organisational Savvy</b>	Ability to maneuver comfortably through complex policy, process, and people-related organisational dynamics
<b>Situational Adaptability</b>	Presenting an adapting approach and demeanor in real time to match the shifting demands of different situations
<b>Resilience</b>	the ability to maintain a positive presence and focus through difficult situations, rebounding from setbacks and adversity