

# Information Pack

## Property Management Assistant

**Closing date:** Monday 20<sup>th</sup> February  
2023

**Interview date:** Thursday 2<sup>nd</sup> March  
2023

To discuss the post informally,  
please contact:

Jo Boynton or Laura Stephenson  
on 01482 240200

# JOB DESCRIPTION

**JOB TITLE:** Property Management Assistant

**LOCATION:** Hull and East Yorkshire Mind and North East Lincolnshire Mind. The post holder will be based at Wellington House (Beverley Road, Hull) but travel within Hull, East Riding and North East Lincolnshire will be required.

**SALARY:** £21,500 per annum pro rata (£17,432 actual)

**HOURS:** 30 hours per week. The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which may include evenings and weekends.

**REPORTS TO:** Estates Manager

## **JOB PURPOSE**

The overall purpose of this job will be to ensure that our properties across Hull and East Yorkshire and North East Lincolnshire are managed effectively and maintained to a safe, clean and presentable standard.

This job role is important in the development of our approach to creating therapeutic environments in which our tenants can focus on their recovery, and also to enable the smooth running of the office bases.

## **ROLE DUTIES AND RESPONSIBILITIES**

- Develop professional relationships with our tenants promoting independence, involving them in decision making and providing them with information about their rights and responsibilities
- Work as a team to identify and allocate appropriate tenants to ensure that vacant properties are re-let within specified timescales.
- Work with our external contractors to ensure that vacant properties are made good and ready for re-let within specified timescales
- Complete tenancy move in paperwork with new tenants
- Ensure that property health and safety checks and risk assessments are carried out and recorded and updated on our management system and in on-site folders.
- Ensure regular planned preventative maintenance takes place and any maintenance/repairs are reported to the appropriate services.
- Ensure that service specific procedures are followed, for example, that our management systems are up to date with purchases, repairs and the renewal policies are monitored and placed orders and purchases are in line with finance procedures
- Collect rent from tenants in the Rent Management Assistants absence; this will involve some cash handling, setting up standing orders and updating our management system.
- Investigate allegations of: anti-social behaviour, tenancy abandonment and all

other tenancy related breaches and support the Estates Manager to recover possession of a property where necessary.

- To utilise and apply mediation techniques when dealing with neighbourhood conflict in order to achieve effective resolution of problems.
- Report safeguarding and other client, visitor or neighbourhood concerns to colleagues through the correct procedures, being mindful of confidentiality and professional boundaries

#### **Other**

- Undertake administrative duties relating to referrals, record-keeping, monitoring, our accommodation, etc. using a good understanding of computer systems.
- Manage your own workload, reporting any contentious issues to your Line Manager.
- Assist colleagues to provide peer support to students and volunteers.

#### **NOTES**

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities and dimensions of the role.

It is the nature of the work of Hull and East Yorkshire Mind that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

## Person Specification

Please try to give us as much evidence as possible to show where you meet the requirements of the role. This can include experience from outside of paid work such as volunteering or caring responsibilities.

**Job Title:** Property Management Assistant **Reviewed:** January 2023

Area	Criteria	Essen-tial	Desir-able
KEY KNOWLEDGE	Understanding of the issues faced by people living in shared accommodation	✓	
	A broad understanding of mental health issues and how these impact on individuals.	✓	
	Competent in the use of IT programmes (eg Microsoft Outlook, Word, Excel) with the ability to learn new systems	✓	
	An understanding of financial processes	✓	
	Of property management, particularly around health and safety and maintenance	✓	
KEY EXPERIENCE	Administrative experience	✓	
	Of working both on own initiative and as part of a team	✓	
	Of working in a role which required you to be well organised to ensure deadlines were met	✓	
	Recent experience of working in a similar role		✓
	Of managing financial processes		✓
KEY COMPETENCIES	Able to communicate well with people at all levels, e.g. vulnerable people who use our services and professionals, both verbally and in writing	✓	
	Able to be flexible when priorities change due to something unexpected arising	✓	
	Ability to remain calm in difficult and sometimes upsetting situations	✓	
	Able to apply practical problem solving skills and common sense to a variety of problems	✓	
	Responds to people who use our services in a non-judgmental way	✓	
	Able to stay within a budget and make responsible use of resources such as reusing and recycling	✓	
ADDITIONAL REQUIREMENTS	Possession of a full current driving license with use of, a motor vehicle for work purposes and prepared to travel across the region.	✓	
	Enthusiastic with a high degree of personal motivation	✓	
	Is prepared to be involved in a practical way to help ensure our properties are safe and maintained to a high standard and not be fazed by unfamiliar situations	✓	
	Ability to work flexibly, hours will generally be between the hours of 9am to 5pm with an occasional requirement to work outside these hours.	✓	

# Overview of Hull and East Yorkshire Mind

Hull and East Yorkshire Mind has been supporting people with mental health problems across Hull and East Yorkshire for over four decades.

We are an independent charity governed by a group of local trustees, affiliated to the Mind network made up of over 130 organisations across England and Wales. The network delivers services, campaigning and gives a voice to people with mental health problems, their families, carers and community. Hull and East Yorkshire Mind is also a housing association.

Our **VISION** is that we won't give up until everyone experiencing a mental health problem gets both support and respect.

Our **MISSION** is to work with partners to intervene as early as possible, providing advice and support to empower and give hope to anyone experiencing a mental health problem. We campaign locally to improve services and reduce stigma and discrimination. As an organisation, we pride ourselves on our values and beliefs:

## **WE BELIEVE:**

- Everyone has mental health: there is no place for stigma.
- Everyone deserves the chance of a fulfilling life.
- Lived experience is powerful and can generate hope.
- Spaces where everyone can feel supported and safe, not judged but respected, are vital.
- Everyone brings something valuable to the work.
- We can effect change and will do everything in our power to improve lives.

## **WE VALUE:**

- **Being Human** – connecting meaningfully with one another creating relationships which help people to flourish.
- **Mind and Heart** – using our intelligence, stories, skills and life experience to show that we care and to make a difference.
- **Being Brave** – even in the face of uncertainty staying positive and boldly developing new things.
- **Travelling Together** – side by side with others, being kind and, through empathy, nurturing belonging.
- **Strong Foundations** – drawing on our history and learning to build reliable systems that work well without being over engineered.

# Our Model of Mental Health Care (REACH)

At Hull and East Yorkshire Mind we believe it's important to understand what good mental health care looks like. This is more than just understanding the services we deliver, it's about the important elements common across all of our work that help us to understand why we work in the way that we do.

Different organisations have different priorities. We have defined ours using a simple framework that includes Relationships, Environment, Activity, Compassion and Hope. We call this REACH.

## Relationships

Trusting, caring relationships are a core foundation of our mental wellbeing. To believe we are cared about we need to feel a human connection. Too often public services focus on maintaining artificial boundaries between those delivering and receiving services to the detriment of both sides. We use some common sense with our professional boundaries; if somebody wants a hug we give them one and if somebody wants to hear about our holidays we share what's appropriate. We expect our team to genuinely care for the people they are working with and, if that's not possible, conversations to be had early on about where the problem lies.

## Environment

For those visiting our offices and community groups through to people living in our housing, a poor environment encourages poor mental health. If people feel safe, secure and valued they are much more likely to stay well and recover faster. We need to make sure the physical spaces and 'atmosphere' are welcoming. Where possible we need shared spaces and avoid cutting ourselves off in the 'staff offices'. We expect everybody working in our housing to be conscious that these are peoples' homes we are working in and be conscious of how our behaviour impacts on the environment.

## Activity

We know that physical activity is vital to our health and wellbeing and that this is often overlooked when considering mental health care. We also know that activity includes many forms of occupation and how important having a role in society is for most of us. Without it we too easily lose our sense of self and worth and any intervention that doesn't address this vital area will always be temporary. All of our services will encourage paid work where possible, voluntary work where not and mainstream learning where appropriate. Our groups, information line and activities will promote physical exercise and the benefits this bring to mental health.

## Compassion

Sometimes we're just too hard on ourselves. We see media portrayals of what 'normal' is supposed to be and beat ourselves up because we don't think we meet the standard. We need to get much better at showing compassion, not just to others around us, but also to ourselves. Sometimes it's OK to be different. People using our services come with all sorts of stories and histories. We want our compassionate approach to run through everything we do, from how we answer the phones to replying to emails and one-to-one interactions. To work at Mind, whatever job you are doing, you have to be able to show you care for the people we are here for.

## Hope

Without a genuine belief that things can improve we get stuck and lose motivation. We all need positive role models in our lives and they should be a core part of any service we want to deliver. This isn't always easy and when somebody is acutely unwell it can be difficult to find the hope in what might seem a hopeless situation. Our job is to find that hope and help others see it. We must never shy away from this no matter how difficult it might seem.

# Summary of terms and conditions

## 1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

## 2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Hull and East Yorkshire Mind. However, we reserve the right to deduct the cost of the disclosure if an employee leaves within 6 months.

## 3. Hours of Work

As per your contract of employment. All hours to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

## 4. Pay

No automatic annual increments are payable except for any cost of living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

## 5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full time staff and on a pro rata basis for staff working part time. In addition paid leave will be granted for all bank holidays (on a pro rata basis for part time staff) in each year.

## 6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or injury sustained whilst carrying out their duties, will receive full Company Sick pay for up to 6 weeks, followed by 2 weeks' at half pay in a 12 month period.

## 7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer contribution will be 3% of gross basic earnings. Additionally staff who are either non eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

## 8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Hull and East Yorkshire Mind. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

## 9. Trade Union Membership

Employees have the right to join or not join a Trade Union