**Job Profile Information: Lead Property Officer**

**This supplementary information for Lead Property Officer is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level 3 Zone 1. Camden Way Category 3.**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

The post holder will work closely with Housing Repairs Health & Safety Manager in setting and maintaining high standards of operational compliance and management at Holmes Road Depot. This role will ensure that all policies and procedures are adhered to by staff, contractors and guest when on site. The post holder will provide a single point of contact during core hours for decision or escalation of any risk or issues. This role will work closely with on-site mangers in regard to site management, compliance, and access control ensuring safety first. The Post-holder will report into the Senior Property manager provide a balance between FM and security functions ensuring that all aspects are managed, audited and improvement plans followed up to reduce risks on site.

**Example outcomes or objectives that this role will deliver:**

* Ensure that all works completed on site are done in a safe, legal, and compliant manner, and in accordance with Camden’s H&S rules and regulations.
* Restrict and control access to areas of the site which are deemed ‘High Risk’ such as the roof, risers, confined spaces, HV rooms and stores.
* Control the Permit to Work System to ensure appropriate Risk Assessments / Method Statements (RAMS) are completed for all works.
* Ensuring all records are maintained and available in relation to Legionella, asbestos, Fire Risk Assessment and Emergency procedures.
	+ To work with FM engineers in delivery of some core duties
		- Fire Alarm testing
		- Little used outlets
		- Water temperature checks
* Ensure that all works have the appropriate RFI for Asbestos & Permits to hand and these are checked and validated
* Ensure all equipment in the fire marshal equipment stations is available, organised and in working order such as radio, etc.
* Manage the Fire Alarm panel for the site and attend to any urgent faults and action accordingly and be familiar with current fire regulations & British Standards
* Act as the Evacuation Coordinator when required to manage and review Fire evacuations-
	+ Providing single point of control for the alarm panel in the event of an evacuation.
	+ To provide details of activation to the Fire Brigade and local Incident Management Team on site.
	+ To work with attending Fire Brigade in actioning required repairs.
	+ Notify central switchboard of evacuation and property manager of the situation and also ensure the emergency services are called? When necessary, dependent upon the gravity of the situation, also advise the Head of Property; Head of FM, Business Continuity officer and the Duty planning officer of the situation
	+ Record details of incident and evacuation with information from floor Fire Marshals/Service Managers including but not limited to recording which floors re clear/have staff present
	+ Ensure all residents have left their homes and are safely accounted for. If necessary, coordinator fire marshals to offer any resident, respite at nearby Queens Crescent library
	+ Note information/reports from Fire Marshals to ensure all staff are safely accounted for and evacuated from the building to the muster point in Talacre Gardens
	+ Ensure all PEEP holding staff are safely collected from their Refuge point to a place of safety
	+ Co-ordinate the actions of Fire Marshals via radio/personal instruction and ensure no staff congregate around fire exits
	+ Advise the emergency services upon arrival as to the layout of the building and where relevant fire safety equipment and information (marked on layout) is held within the building
	+ Pass on all relevant information regarding the evacuation to the emergency services and other internal stakeholders such as H&S; Property management; etc.
	+ Shall contact staff via text/email/Teams’ staff once they are able to safely return to the building and where possible, advise the cause of fire alarm activation and any key issues of concern
	+ The report/review of the fire evacuation must be completed by the Evacuation Co-ordinator (Premise officer) and should be available for any London Fire Brigade inspections.
	+ Set up post evacuation review meetings, draft minutes and follow up actions
	+ Escalating matters to Senior FM team as required.
	+ Working with Property Manager in coordinating 6 monthly Test
* Manage and monitor the vehicle yard using CCTV ensuring compliance with site Transport Risk Assessment
* Review the BMS system and check any critical alarms are being dealt with
* Deliver inductions to new contractors to site / ensure they have received the correct written procedures
* Check actions have been completed and closed out with regular review of CAFM system and liaison with Helpdesk team
* Enforce processes and policy to protect our building, its assets, as well as our people, teams and customers.
* Become familiar with all the relevant drawings and written instructions, checking them and using them as a reference when inspecting the work
* Make visual inspections of works carried out and also works in progress
* Develop relationships with key stakeholders so you are involved in every project, churn and minor works that take place
* Have a good working knowledge of health and safety legislation and bring any shortfalls observed to the attention of the person(s) concerned
* Develop and produce reporting for relevant stakeholders (FM SMT and Property Manager) on works being undertaken on site.
* Highlight any failings in H&S and bring these to the attention of the team

Act as site representative in all matters, knowing where to escalate specific issues to include:

* Acting as an ambassador for, and local subject matter expert on the client’s COVID19 control measures, including pro-actively seeking to increase staff awareness and adherence
* Provide contractor, guest and 1-day staff access cards as required. Ensuring daily return of all issues
* Retain and provide Hi-Vis jackets for guest and visitors entering the goods yard or operational areas
* Liaising with Crowndale Security ref Lost cards, card closure on systems and replacements.
* Contact staff when visitors arrive. (all staff to inform daily of expected visitors)
* Ensure visitors of collected and escorted at all-time whilst on site and escalate matters when this is not adhered to.
* Provide access to delivery drivers and provide verbal instruction to parking bays.
* Hold and distribute keys within agreed hierarchy of control. Checking daily returns and escalating to service leads of failures to return.
* Weekly review of CAFM system of outstanding jobs seeking update from FM Helpdesk.
* Review local CCTV reviewing yard management, checking for vacant space and controlling those entering based on space available to maintain safety on site.

**People Management Responsibilities:**

* The post holder will not be responsible for staff management

**Relationships:**

The post holder will work closely with all teams on site to understand how they operate, what support they need ref deliveries, visitors or yard management. They will act a single point of Contact for urgent FM service for all site users escalating matters as required

Key contacts will include:

* Head of Facilities Management
* Senior Practitioner – Facilities Management
* Property Manager
* Housing Repairs Management team
* HRA H&S Manager
* CCTV Manager
* CCTV Operators.
* FM Helpdesk
* Stores Manager
* Veolia Management
* Police
* Fire Brigade

**Work Environment:**

* The job is predominantly based in the NEW reception, with ad-hoc site patrols and monitoring. (With the changing scope of how we work due to COVID the post holder will be positioned behind screening)
* This role will cover core operational hours aligned to repairs team duties.
* The post holder will operate within a complex and occasionally sensitive framework. Confidentiality and discretion must always be observed.

**Technical Knowledge and Experience:**

**Essential:**

* Good working knowledge of Computer Aided Facilities Management (CAFM) systems
* Statutory Compliance Management
* Experience of managing internal and external stakeholders.
* Excellent inter-personal, organisational and communication skills, both written and verbal.
* A First Aid qualification and AED certification including CPR - preferred
* IOSH qualification in H&S
* Understanding of the building industry, including knowledge of materials, trades, methods and legal

**Desirable:**

* NEBOSH qualification in H&S
* Knowledge of Technology Forge, Planet and ASH system.
* Knowledge of health and safety legislation (Health & Safety at Work Act 1974).
* Preferably educated to degree level or have equivalent experience Preferably possess a M&E engineering qualification or competency Understanding of the building industry, including knowledge of materials, trades, methods and legal requirements

**Chart Structure**

