

Job Profile Information: Property Information, Monitoring and Compliance Officer

This supplementary information for Property Information, monitoring and compliance officer is for Job Zone 3 Level 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 temporary accommodation portfolio is expanding and now includes a large number of dispersed properties in addition to hostels which has resulted in an enhanced need for record keeping and information management across the portfolio in relation to health and safety and fire safety information, monitoring the status and progress of void properties for re-letting and ensuring that information is updated by relevant parties in a timely manner, and information on Northgate accurately reflects the property statuses. The portfolio includes existing hostels; new schemes in development; self-contained flats dispersed around the borough used as temporary accommodation and specialist schemes for people with learning disabilities and mental health problems. The purpose of the role is to act as the lead point of contact for information relating to the properties managed by the Temporary Accommodation Group, to be responsible for proactively collating and coordinating the information required, and lead on managing the voids process, progress, and occupancy.

Example outcomes or objectives that this role will deliver:

- To lead on the management of information relating to the properties managed by the group, particularly in relation to Health and Safety and Fire Safety information, and void properties to ensure compliance with statutory obligations.
- To be the lead point of contact point for all enquiries relating to the properties.
- To be responsible for maintaining a centrally held health and safety matrix for all properties managed by the group in relation to statutory tests e.g. gas safety inspections, periodic electrical inspections, PAT testing, fire risk assessments etc. and advising when inspections are next due.
- Keeping central records of relevant information relating to the commissioning and decommissioning of buildings managed by the temporary accommodation group.

- To proactively seek out the information required, liaising with the environment team managers and other relevant parties to ensure that information is up to date, and utilising databases such as Northgate, RAPID, TRIM / HP records manager to obtain information where required.
- To lead on updating processes and procedures when required in relation to property management and voids.

People Management Responsibilities:

There will be no people management responsibilities

Relationships;

The post will be part of the facilities team and report to the property services manager.

The post holder will be required to form positive working relationships with colleagues and managers across departments including, but not limited to:

- All staff in the Temporary Accommodation Group
- Housing Needs Group
- Fire Safety Team
- Adult Social Care
- External Support providers
- The voids teams
- The repairs teams
- The M&E team
- The Neighbourhood Housing Teams
- Property Management/CIP and major projects
- Corporate Services
- Elected members

Work Environment:

The role will be based at 5PS but occasional site visits may be required.

N.B. Due to Covid, 5Ps is strictly limited to essential staff only; the post holder will therefore be required to work from home until normal operations resume.

The group manages a range of accommodation for a wide variety of people including homeless families; homeless single people; people with mental health problems; people with substance abuse problems and people with physical and / or learning disabilities. Although the post is office based, the post holder may be required to visit sites on occasion. The post holder will need an understanding of, and empathy for, the challenges and difficulties faced by our client group.

Technical Knowledge and Experience:

- A knowledge and understanding of the types of information required for Health and Safety and Fire Safety purposes in relation to property management.
- An understanding of the importance of record keeping and information management particularly in relation to health and safety.
- Experience of collating large amounts of information and organising it into easily accessible and understandable formats.
- A demonstrated ability to utilise software packages such as EXCEL, Outlook, Word; Teams, SharePoint etc.
- Experience of using information management systems such as Northgate, Trim, HP manager to obtain / manage information.
- An ability to liaise with a wide range of officers to obtain and collate relevant information.
- An understanding of, and empathy for, the challenges faced by the client group.

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please select the attached [HERE](#)

Chart Structure

