

PCHA

CONNECTING COMMUNITIES

Recruitment Pack

Property Services and Compliance Manager

July 2025

Welcome from the Chief Executive, Karen Cooper

Dear Applicant,

Thank you for your interest in the role of Property Services and Compliance Manager. This is a new and exciting role and a fantastic opportunity for the right candidate to join the PCHA team and make a real difference to our residents during a significant period of growth and change.

PCHA (Penge Churches Housing Association) is a small community-based housing association based in and around the London boroughs of Bromley and Bexley. We own and manage approximately 650 homes, with more in the pipeline. This includes homes that we own and those that we manage as part of our partnership with the London Borough of Bromley. Our aim is to make a difference every day and have a positive impact on both the lives of our residents and the communities in which we work. We are committed to working in partnership with our residents to ensure that their tenancies, and our communities, are sustainable. People are very much our business, and our small but passionate team are undoubtedly our greatest resource. We like to work hard but have fun while we do it, so it's a great place to work.

We are in an exciting phase of our future. In 2023 we took over another small housing association and in July 2024 we entered into a long-term partnership with the London Borough of Bromley to manage their housing stock on their behalf. This has meant that we have almost doubled in size over the last year or so, and has enabled us to build our resilience and strengthen our business plan to face the challenges ahead.

Our residents and our values are at the heart of everything we do, and we expect every member of the team to support and drive this culture. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to both PCHA and our residents. This role is a critical and exciting one for the right person.

We are ambitious for growth and plan to develop approximately 40 new homes over the next 5 years or so whilst not losing sight of our current residents and homes. The next 12 to 18 months will see significant change and so we need staff who thrive in a fast-paced environment. We believe we punch above our weight and want staff who can do the same!

We have a committed and enthusiastic staff team and we need people that can support PCHA and lead the team to deliver truly excellent services. If you are skilled, passionate, proactive, dynamic and keen to make a positive impact then this could be the role for you.

We recognise this is a key role and in order to get the right person we can be flexible about the hours/days worked and the package we can offer.

Should you wish to have an informal chat about the role, please contact Sian Llewellyn, Director of Operations, on 020 8659 3055 or sian@pcha.co.uk.

Karen

Karen Cooper, Chief Executive

About PCHA – Vision and Values

Our Vision

We are an ambitious local housing association that strives to deliver homes and services we can be proud of. We aim to make a positive impact and work collaboratively with our residents and communities to support them to thrive.

Our Values

Acting with Integrity

- We communicate in an open, honest and transparent way
- We do what we say we will and keep our promises
- We are accountable for our decisions and take responsibility for our mistakes

Being Ambitious

- We seek to deliver a broader range of services to meet the needs of more people in our community
- We are prepared to take appropriate risks to drive improvement and growth
- We are creative, forward thinking and open to new ideas
- We embrace change and respond positively to new opportunities

Striving for Excellence

- We will work inclusively and innovatively to continuously improve
- We are people focused and aim to tailor our approach to the needs of individuals
- We support residents in a holistic way, supporting them to thrive
- We strive to be proactive, solution orientated and go the extra mile
- We continually challenge ourselves to improve our performance

- We seek to make sound business decisions and be well governed and managed

Working in Partnership

- We build strong and positive relationships based on trust and mutual respect
- We strive to create a culture of collaboration and shared accountability

Behaving with Respect

- We behave in a fair-minded and non-judgemental way
- We value the individuality and diversity of our residents, staff and communities
- We are inclusive and respectful in the way we work
- We celebrate difference, believing everyone is unique
- We have a zero-tolerance approach to discriminatory behaviour

Being Kind

- We treat each other with compassion and kindness
- We encourage open conversations about mental health and well being

...Making a Positive Impact

Strategic Objectives 2025-28

Our Services – services we can be proud of

- ❖ Deliver excellent services
- ❖ Place residents at the heart of everything we do
- ❖ Support residents to thrive in their homes

Our Homes – places residents are proud to call home

- ❖ Maintain high quality homes where residents feel safe
- ❖ Create sustainable homes that are fit for the future
- ❖ Deliver affordable homes to meet housing need

Our Community – making an impact

- ❖ Be a partner of choice
- ❖ Work with others to tackle poverty and social isolation
- ❖ Be a powerful voice for change

Our Business – punching above our weight

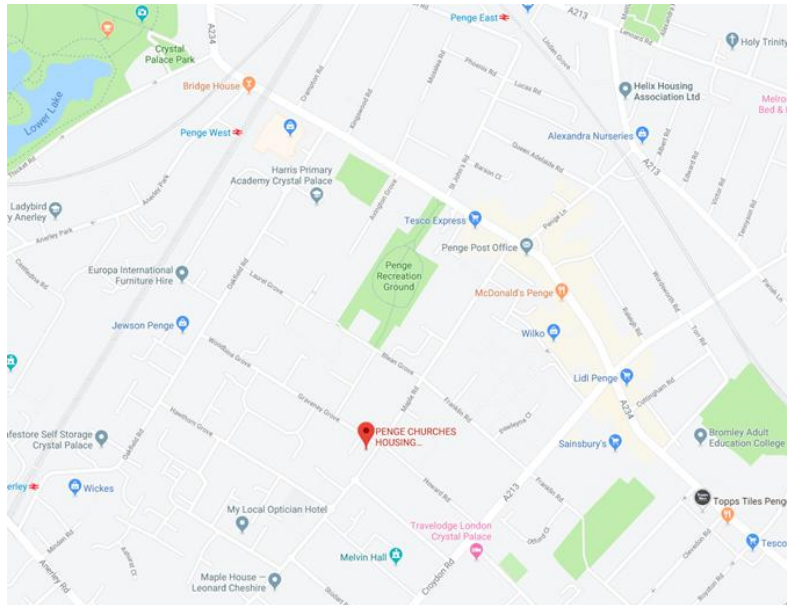
- ❖ Be a bold and agile organisation that thinks ahead
- ❖ Use our resources proactively and effectively to create lasting impact
- ❖ Build on our reputation as an organisation that delivers

Our People – an organisation people are proud to belong to

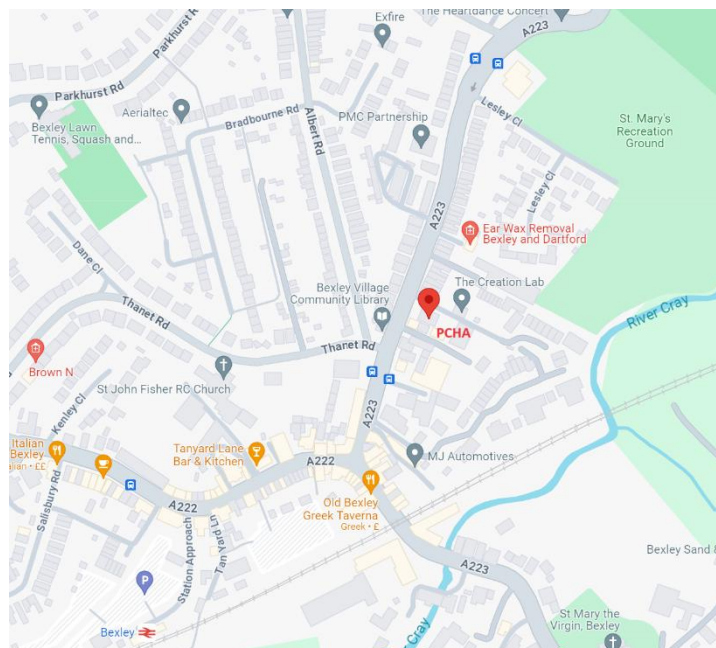
- ❖ Be an employer of choice
- ❖ Maintain a positive working culture where staff can grow, learn and shine
- ❖ Embrace and celebrate the diversity of our people

About PCHA – Our Offices

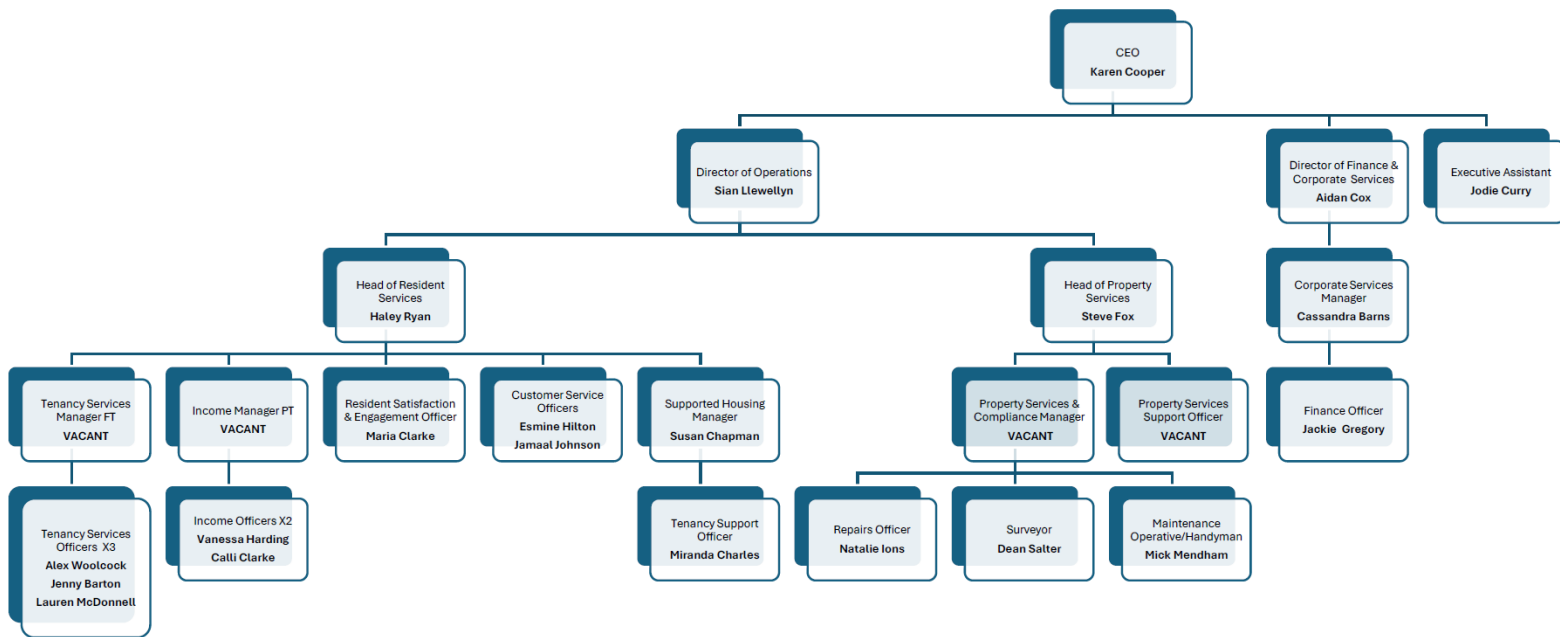
PENGE – Based in Penge, SE20, our current office is within a 10 minute walk of Penge East. Penge West and Anerley Stations, with shops and amenities just a few minutes walk away. Close to Beckenham, Bromley town and Croydon, our office is easy to reach by car and there is plenty of free on-street parking.



BEXLEY – Based in Bexley Village, DA5, our current office is within a 5-minute walk of Bexley station, with the shops and cafes of Bexley close by. We have parking on site.



Structure Chart 2025



Key Terms and Conditions

- Basic Salary circa £60k
- Location: Agile working in place (offices are in Penge and Bexley)
- Hours: Full time, 35 hours per week
- 25 days annual leave plus public holidays (pro rata) plus 2 additional days at Christmas, increasing with length of service
- Company Defined Contribution Pension Scheme (Employer contribution 10%)
- Salary Sacrifice scheme
- Ability to buy/sell leave
- Employee Assistance Programme
- Contribution to professional subscriptions and development
- HSF Health Plan with Perkbox rewards

Job Description and Person Specification

Job Title:	Property Services and Compliance Manager
Reporting to:	Head of Property Services
Line Management of:	Surveyor Responsive Repairs Officer Maintenance Operative/Handyman
Contract:	Full time

Job Description:

SUMMARY OF POST

Maintaining PCHA's homes and communal areas to the highest standards is essential to ensuring resident satisfaction. This role is pivotal in achieving that goal. The postholder will lead on the delivery and management of responsive repairs, void works, planned and cyclical maintenance, compliance, and contract management across all PCHA-owned and managed homes. They will provide proactive, solution-focused customer service while ensuring that all property-related works and programmes comply with legal, regulatory, and internal policy standards.

Key Responsibilities

Customer Focus and Resident Engagement

- Act as a positive ambassador for PCHA, building strong working relationships with residents, contractors, and stakeholders.
- Deliver a high standard of customer service, ensuring that all repairs and maintenance works are clearly communicated and completed efficiently and within agreed targets
- Engage with residents to understand and respond to their needs, ensuring homes are safe, well-maintained, and that residents are consulted on all major and planned works.
- Respond promptly and professionally to complaints and service issues, ensuring lessons are learned and improvements implemented

- Provide accurate and timely responses to all enquiries relating to maintenance, compliance, and health and safety.

Repairs, Maintenance & Compliance Delivery

- Oversee the delivery of the responsive repairs, voids, planned and cyclical maintenance, and compliance programmes.
- Ensure all works are delivered to agreed timescales, within budget, and to high-quality.
- Monitor performance using systems such as Plentific and Homemaster, ensuring processes are managed end-to-end and monthly KPI reports are produced.
- Maintain accurate records of all compliance activity/registers and ensure prompt follow-up of any remedial actions and the delivery of all related action plans.
- Lead the management of health and safety compliance, including statutory obligations for gas safety, electrical testing, water hygiene, fire safety, asbestos, and lift maintenance.
- Manage and deliver the Fire Risk Assessment (FRA) programme and related action plans.
- Implement and monitor health and safety policies, ensuring all works are completed in a safe and compliant manner.
- Coordinate and oversee the organisation's approach to damp, condensation, and mould (DCM) issues, liaising with the Surveyor and Property Services Support Officer.
- Lead the management of void properties, working collaboratively with others to minimise turnaround times and rental loss.

Contract and Performance Management

- Manage external contractors and suppliers to ensure value for money and high-quality delivery.
- Monitor contractor performance against service level agreements (SLAs) and KPIs, addressing underperformance promptly.
- Ensure robust contract management and lead procurement processes as required.

Budget and Financial Oversight

- Work with the Head of Property Services to monitor and manage relevant budgets.
- Approve and process invoices within delegated authority levels.

Team Leadership and Collaboration

- Lead, support and motivate the team, providing clear direction and operational oversight.
 - Manage staff performance through regular one-to-ones, performance reviews, and ongoing development support.
 - Work closely with the Property Services Support Officer and Resident Engagement and Satisfaction Officer to ensure residents are well-informed about planned works and other property-related activity.
 - Provide cover and operational support across the Property Services Team as required.
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General Responsibilities

- Work flexibly and positively as part of a small team, supporting colleagues as needed.
- Prioritise residents in all areas of service delivery.
- Uphold and reflect PCHA's values and policies in all work.
- Represent PCHA professionally at internal and external meetings.
- Comply with all health and safety obligations and promote safe working practices.
- Undertake any other reasonable duties in line with the overall purpose of the role.

Note: This job description provides a general overview of the role and is not exhaustive. The postholder is expected to work flexibly and adapt as needed to meet organisational requirements.

Person Specification:

1	Education and Qualification	Essential	Desirable
1.1	Good level education or equivalent experience	<input checked="" type="checkbox"/>	
1.2	Technical qualification and membership of a relevant professional body (eg RICS, CIOB or other)		<input checked="" type="checkbox"/>
2	Knowledge and Experience		
2.1	Track record of working positively and proactively with residents/customers to deliver excellent services	<input checked="" type="checkbox"/>	
2.2	Strong technical knowledge regarding construction, repairs and maintenance	<input checked="" type="checkbox"/>	
2.3	Experience of delivering a proactive repairs and maintenance service, preferably within a housing association	<input checked="" type="checkbox"/>	
2.4	Experience of analysing and using data, especially using Excel and housing/property management software.	<input checked="" type="checkbox"/>	
2.5	Experience of staff management	<input checked="" type="checkbox"/>	
2.6	Knowledge of housing related health and safety compliance matters within social housing	<input checked="" type="checkbox"/>	
2.7	Experience of project planning to achieve tight deadlines	<input checked="" type="checkbox"/>	
2.8	Knowledge of Damp, Condensation and Mould in properties and regulatory requirements	<input checked="" type="checkbox"/>	
2.9	Knowledge of void property processes		<input checked="" type="checkbox"/>
2.10	Track record of improving KPIs and driving up performance	<input checked="" type="checkbox"/>	

2.11	Experience of producing reports. Ability to produce accurate and concise reports, with a good attention to detail	<input checked="" type="checkbox"/>	
2.12	Experience of managing budgets and reporting	<input checked="" type="checkbox"/>	
2.13	Experience of contract management and managing contractors	<input checked="" type="checkbox"/>	
2.14	Experience in the social housing sector		<input checked="" type="checkbox"/>
3	Skills and Ability		
3.1	Excellent communication skills, with a positive can-do approach and the confidence to handle challenging situations	<input checked="" type="checkbox"/>	
3.2	Excellent IT, organisational and administrative skills, particularly Word, Excel and Outlook	<input checked="" type="checkbox"/>	
3.3	Good numeracy skills, confident with numbers and Excel	<input checked="" type="checkbox"/>	
3.4	Ability to stay calm and take a firm but fair approach to residents and contractors	<input checked="" type="checkbox"/>	
3.5	Ability to multi-task and work accurately to tight deadlines in a pressurised environment	<input checked="" type="checkbox"/>	
3.6	A strong team worker with the ability to build effective relationships and partnerships	<input checked="" type="checkbox"/>	
3.7	Ability to maintain confidentiality and professional boundaries	<input checked="" type="checkbox"/>	
3.8	Ability to understand/follow policies, processes and procedures	<input checked="" type="checkbox"/>	
3.9	Able to think and work autonomously with strong problem-solving skills	<input checked="" type="checkbox"/>	

4	Behavioural		
4.1	<p>Builds strong relationships</p> <ul style="list-style-type: none"> • Works collaboratively and is supportive to colleagues • Builds effective and positive external relationships • Is fair minded, inclusive and non-judgemental • Is positive with has a can do approach 	<input checked="" type="checkbox"/>	
4.2	<p>Delivers excellent customer service</p> <ul style="list-style-type: none"> • Is proactive, solution focussed and willing to go the extra mile • Treats people as individuals and tailors their approach wherever possible • Communicates in a way that is appropriate, timely, clear and accurate • Is able to say no in a positive way • Is reliable and keeps promises 	<input checked="" type="checkbox"/>	
4.3	<p>Acts with Integrity</p> <ul style="list-style-type: none"> • Takes responsibility for own actions and mistakes • Is accountable for decisions and doesn't pass the buck • Is open, honest and trustworthy 	<input checked="" type="checkbox"/>	
4.4	<p>Planning and Organisation</p> <ul style="list-style-type: none"> • Plans and prioritises own work effectively • Meets deadlines and responds in a timely manner to requests/emails • Thinks things through to come up with effective solutions 	<input checked="" type="checkbox"/>	
4.5	<p>Being Ambitious</p> <ul style="list-style-type: none"> • Ambitious for the future of PCHA, seeking to deliver a greater range of services to more people within our communities • Creative and open to new ideas • Embraces change and respond positively to new opportunities 	<input checked="" type="checkbox"/>	

5	Commitment / Other		
5.1	Willing to work flexibly	<input checked="" type="checkbox"/>	
5.2	Access to a vehicle and full UK driving licence	<input checked="" type="checkbox"/>	

Advert

Property Services and Compliance Manager

Full time

Salary circa £60k

PCHA is a successful, small community-based registered provider of social housing based in Penge, Southeast London. We own and manage approximately 650 homes, with more in the pipeline. This includes homes that we own and those that we manage as part of our partnership with the London Borough of Bromley, and we are passionate about working together with our residents and making a positive impact on our community.

We are seeking an experienced manager, with a strong customer focus and good understanding of asset management, repairs and health and safety compliance, including the legislative and regulatory requirements for housing associations. We need someone who wants to make a positive difference to our residents and can inspire and lead their team to deliver all aspects of asset management, including major repairs, planned work, stock condition and all compliance matters with a strong focus on resident satisfaction. We are a small, friendly, enthusiastic and customer focused team who aim to punch above our weight and hold our values dear. Working within a small organisation means that you will have the unique opportunity to understand, and shape, the business inside out and make a real difference to the organisation and our residents.

You will need a positive and resilient approach with excellent communication and relationship building skills. As well as technical expertise and experience, and a passion for customer service, the successful candidate will embody the vision, values and ambitions of PCHA.

The successful candidate will:

- be a strong and organised people manager, able to support, lead and work collaboratively with their team
- have excellent customer service, complaint management and data analysis skills/ experience
- have strong knowledge of damp, mould and condensation management

- have experience of conducting and recording detailed property surveys
- have knowledge or experience of procurement processes and tendering major works
- have a positive outlook, approachable manner and be customer focused
- be self-motivated and able to think and work autonomously, with strong problem solving skills

You will need to have a full driving licence and access to a vehicle.

If you would like to find out more about the role please contact Sian Llewellyn on 020 8659 3055 or sian@pcha.co.uk.

Visit www.pcha.co.uk to find out more about us.

How to apply

Please submit your CV **and** a supporting statement, ensuring that you provide information in respect of all of the following key areas:

CV:

1. Contact details
2. Qualifications/Education
3. Employment history
4. Two referees – one of whom should be your current/most recent employer

Supporting Statement:

5. Experience / knowledge / skills – and how you meet the person specification
6. Why you are interested in the role

CVs alone will not be accepted.

We ask that applications are in minimum font size 12 and **no more than 8 pages** in total.

All applications must be submitted by email to Jodie Curry at jodie@pcha.co.uk.

Completed applications must be received by **5pm on Monday 4th August 2025**

First Interviews: Week commencing **18th August 2025**

* Please note this deadline may be extended.