

JOB DESCRIPTION

Date: February 2019
Job Title: Property Officer
Manager: Head of Private Rented Service

OVERALL PURPOSE OF THE JOB

The Property Officer will be responsible for the day to day management of Weslo Property Management's factored developments and the letting and management of the company's own private stock in addition to that of Private Landlord's in West Lothian and Falkirk. The Property Officer is responsible for all reactive and planned repairs and maintenance work including work to new landlord property, as well as tenanted and void property.

MAIN AREAS OF RESPONSIBILITY

1. Market and prepare properties for let and arrange viewings in accordance with WPM policies and procedures.
2. Ensure that all prospective tenants are subject to a credit check and satisfactory references are received.
3. Prepare Private Residential Tenancy Agreements
4. Serve correct notices to end tenancy in line with lease agreement via appointed Sheriff Officers.
5. Liaise with tenants, landlords and owners, along with Weslo repairs service and contractors regarding repairs, maintenance and safety checks.
6. Effectively manage void timescales to minimise rent loss in line with company targets.
7. Manage all current and former tenant debt in line with arrears management policy.
8. Liaise with third party welfare support agencies such as Citizens Advice Bureau, Shelter Scotland and Local Authorities in order to assist tenants in need of additional support
9. Have a sound working knowledge of the benefits system and support those in receipt of Universal Credit, Housing Benefit and Discretionary Housing Payment.
10. Support tenants with benefit applications.
11. Carry out income and expenditure to assist tenants who are experiencing financial difficulty.
12. Ensuring properties meet the repairing standard.
13. Prepare commercial estimates for customers.
14. Complete financial administration to ensure customers are charged correctly and in line with company procedure.
15. Oversee inventories of properties and update Weslo systems as required.
16. Deal with all landlord, tenant and owner enquires in a professional manner ensuring high standards of service are maintained.

17. Investigate and resolve reports of breaches of tenancy conditions, including Anti- Social Behaviour.
18. Investigate and resolve complaints.
19. Work collaboratively with internal and external stakeholders.
20. Complete property and estate inspections in line with company procedures.
21. Complete deposit returns process.
22. Carry out deposit disputes in line with company procedure via Safe Deposit Scotland.
23. To actively promote the equality & diversity policy and practice in all aspects of the job role.
24. Encourage and support tenant participation.
25. Ensure compliance with Weslo's policies and procedures including Data Protection, Code of Conduct, Health and Safety and Equality.
26. To carry out other duties, within the scope of the job, and to meet the needs of the business.

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	Essential	Desirable	Method of Assessment
EDUCATION AND QUALIFICATIONS			
Good general standard of education including English and Maths	√		Application Form
Third level qualification in a relevant discipline [e.g. HND, Post Graduate Diploma]		√	Application Form
Membership of a relevant professional body		√	Application Form
Letwell, PropertyMark or NFOPP qualified		√	Application Form
KNOWLEDGE, EXPERIENCE AND SKILLS			
Experience of marketing properties for private let	√		Application Form and Interview
Customer centred approach, flexible, confident and assertive manner	√		Application Form and Interview
Ability to meet demanding personal and team deadlines	√		
Highly developed interpersonal and communication skills including report writing	√		Application Form and Interview
Ability to prioritise own workload and work in a pressured environment	√		Application Form and Interview
Knowledge and practical experience of working with vulnerable sections of the community	√		Application Form and Interview
Basic welfare benefits and debt counselling	√		Application Form and Interview
Practical working knowledge of residential lettings maintenance and repair issues	√		Application Form and Interview
Practical working knowledge and understanding of Private Rented Sector Legislation	√		Application Form and Interview
Experience and knowledge of the tenancy deposit scheme in Scotland	√		Application Form and Interview
Experience of preparing tenancy	√		Application

agreements			Form and Interview
Experience of debt recovery and arrears management	√		Application Form and Interview
Experience of working with Housing Management systems [e.g. Aaeron/QL]		√	Application Form and Interview
Good working knowledge of Microsoft Word, Excel and Outlook.	√		Application Form and Interview
Strong written and verbal communication skills.	√		Application Form and Interview
Experience of working within the Private Rented Sector , liaising with landlords and tenants	√		Application Form and Interview
Experience of the First-tier Tribunal Housing and Property Chamber	√		Application Form and Interview
Commitment to cross organisational team working	√		Application Form and Interview
Experience of Scottish Factoring system	√		Application Form and Interview
PERSONAL QUALITIES			
Flexible to meet the demands of the role including evening and weekend appointments as and when required	√		Application Form and Interview
Ability to work under pressure	√		Application Form and Interview
Ability to multi task.	√		Application Form and Interview
Full drivers licence and access to a car for work	√		Application Form and Interview
Proactive 'Can Do' attitude to work		√	Application Form and Interview