

Job Title:	Head of Property Investment and Compliance		
Department:	Property & Placemaking	Grade:	10
Section:	Property Services	Date reviewed:	2026
Reporting To:	Director of Property and Placemaking		

Purpose of Job

As a member of the Association's Leadership Team, you will play a full role in the implementation and achievement of Queens Cross's strategic objectives and vision of being a leader in providing excellent housing and community services and creating and sustaining vibrant communities.

The Head of Property Investment and Compliance is responsible for ensuring the delivery of the agreed property investment programme delivering within scope, budget and timescale and ensuring high levels of customer satisfaction.

The Head of Property Investment and Compliance is responsible for ensuring full compliance in all areas of tenant health and safety in a manner that is customer focused, ensures compliance with legislation and sustains high levels of quality in a right first-time culture, driving efficiencies and service improvements.

Context & Scope

Queens Cross has a stock of nearly 4500 properties and also factors 2500 properties. With a five year investment programme of around £30M and a substantial cyclical and compliance regime significant sums of money are invested each year.

Queens Cross Housing Association recognises the importance of maintaining and investing in its property assets to ensure they meet the needs of our customers and ensure we provide a safe and secure place to live, work and thrive.

The role has overall accountability for property-related investment programmes, cyclical works, and compliance with all relevant health, safety and building legislation, delivered through the two senior management posts reporting to them.

Cyclical will include but is not restricted to issues relating to gutter cleaning, communal heating, close decoration and painting programmes.

Compliance will include but is not restricted to issues relating to gas safety, electrical safety, fire safety, lift safety, asbestos and water safety.

Investment will include but is not restricted to installation of programme for component replacement including kitchen, windows, bathrooms, rewires, heating systems, roof and render, ventilation.

Reporting to the Director of Property and Placemaking, the post holder will provide clear leadership and direction in these key areas ensuring robust assurance, effective risk management, value for money and continuous service improvement.

The post holder will:

- Provide senior leadership for all property services as they relate to investment, cyclical repairs and compliance, ensuring alignment with corporate objectives, asset management strategies and financial planning.
- Lead the implementation of planned investment, cyclical maintenance and compliance priorities.

- Ensure clear governance, accountability and assurance arrangements are in place across investment and compliance activity.
- Act as the senior professional lead for property matters, advising the Director, Executive Team and elected members / Board as required.

Major Tasks & Job Activities

Investment, Cyclical & Compliance Oversight

- Hold overall accountability for:
 - The delivery of Capital investment works programmes
 - Cyclical maintenance programmes
 - Statutory compliance (including gas, electrical, fire, asbestos, water, lifts and other relevant areas)
- Ensure the Investment Manager and Cyclical & Compliance Manager are effectively coordinating activity to maximise asset performance, lifecycle value and regulatory compliance.
- Provide assurance that programmes are delivered:
 - On time
 - Within approved budgets
 - To required quality and safety standards
 - In full compliance with legislation and best practice
- Ensure robust systems are in place for monitoring performance, risk, compliance and contractor delivery.

People & Performance Management

- Provide clear leadership, direction and professional support to the Investment Manager and Cyclical & Compliance Manager.
- Set expectations, objectives and performance measures aligned to service plans and corporate priorities.
- Ensure effective workforce planning, capability development and succession planning within Property Services.
- Promote a strong performance culture, including customer focus, collaboration, accountability and continuous improvement.

Financial Management & Value for Money

- Hold overall responsibility for significant property-related budgets, including capital investment, cyclical maintenance and compliance expenditure.
- Ensure strong financial governance, forecasting and reporting arrangements are in place.
- Provide assurance on value for money, procurement strategy and contract management.
- Ensure appropriate financial controls and delegations are operating effectively.
- Size of Cyclical and Compliance combined annual Budget of £2M
- Size of Investment Programme annual budget circa £6M.

Risk, Compliance & Assurance

- Act as the senior accountable officer for property-related risk management.
- Ensure effective compliance frameworks, audit responses and assurance reporting are in place.

- Provide assurance to senior leadership and governance bodies on statutory compliance and asset safety.
- Ensure lessons learned from audits, incidents or complaints are embedded into service improvement.

Partnership, Stakeholder & Customer Engagement

- Build and maintain effective relationships with internal services, regulators, contractors and external partners.
- Represent the organisation on property-related matters at a senior level.
- Ensure customer and community perspectives are embedded in property investment and maintenance decision-making.
- Lead responses to high-risk issues, complaints or regulatory enquiries where required.

General Responsibilities

- Champion health & safety, equality, sustainability and climate responsibilities across all property activities.
- Ensure services contribute positively to organisational commitments on net zero, sustainability and community wellbeing.
- Carry out any other duties commensurate with the seniority and responsibilities of the role.

Other Tasks & Activities

Health & Safety

- Understand your responsibilities as an employee under Health & Safety legislation
- Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures.
- Ensure all activities are discharged in a safe manner, minimising risk at all times

Training

- Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills
- Attend training and development courses as and when required

Equality & Diversity

- Observe and promote Equality & Diversity and Customer First policies at all times
- Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities are accessible to all

Sustainability

- Consider the sustainability of activities and resources to assist with Association's objective to reduce the negative impact of services on the environment

Procurement

- Major direct responsibility for procurement and management of Contractors/Consultants for investment works and Cyclical and Compliance works covering a wide and high value range of services.
- Defines and manages stock condition information and produces 30 Year Projections which are critical for long term viability business analysis.

Other

- Be willing to work flexibly and attend meetings out with normal hours when required
- Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the Association's management
- The duties of the post will be reviewed and modified in line with the exigencies of the service

Category	Essential Criteria	Desirable Criteria
Experience	<ul style="list-style-type: none"> ▪ Minimum of 10 year's experience within Cyclical and Compliance /property investment construction environment ▪ Experience in managing property management contractors. ▪ Experience of managing a large capital programme and delivering on time, within budget and to a quality specification. ▪ Experience of strategic management 	<ul style="list-style-type: none"> ▪ Experience in procuring works contracts ▪ Experience in managing a team to achieve high performance ▪ Experience in social housing ▪ Experience of strategic management in the social housing sector
Knowledge, qualifications and education	<ul style="list-style-type: none"> ▪ HND equivalent qualification in a construction discipline ▪ Practical knowledge of Building Regulations and Standards ▪ Practical knowledge of management of Health and Safety in domestic property e.g. gas, electricity, asbestos, legionella etc. ▪ Practical knowledge of construction project management & risk management ▪ Clients' CDM responsibilities 	<ul style="list-style-type: none"> ▪ Degree in Construction related discipline ▪ Membership of Construction related professional body (RICS/RIBA) ▪ Procurement policy and practice ▪ Knowledge/Understanding of SHQS/ESSH
Skills, abilities and behaviours	<ul style="list-style-type: none"> ▪ Takes ownership of service delivery ▪ Models the behaviours required to deliver customer service excellence ▪ Knowledge and practical experience of using IT as an analytical and management tool. ▪ Budget management and control ▪ Able to manage external contractors and consultants ▪ Strong decision maker ▪ Good team player ▪ Well organised, systematic and able to finish things off 	<ul style="list-style-type: none"> ▪ Conflict resolution ▪ Negotiation ▪ Excellent communication and report writing skills ▪ Analytical skills
Other Requirements		<ul style="list-style-type: none"> ▪ Full Driving Licence

