

Property & Safety Manager - EHMT

Role profile

Department	Enhanced Housing Management Team (EHMT)		
Job number		Reports to	Team Manager – EHMT
Date effective	Dec 2026	Salary band	

Purpose

Responsible for ensuring excellence in property and building safety management for our tall and complex mixed tenure/commercial buildings.

Ensuring your approach to building and safety management is aligned with our obligations as a landlord and regulatory requirements.

Responding to new legislative and consumer demands, ensuring processes, data and approaches are in place.

Providing innovative solutions to existing issues and ensuring that future changes are anticipated.

Key responsibilities/ deliverables

1. Be the responsible person for ensuring your building and asset information is captured and maintained in the appropriate IT system and to the highest possible standard.
2. Take responsibility for keeping up to date with building safety legislation and take an active role to support your Head of Department with the review of our services and management to ensure it is aligned with legislation.
3. Draft, implement and manage the management strategies for your estates and buildings to achieve the highest level of safety, customer satisfaction and with a low customer effort required.

4. Work collaboratively with Building Safety Manager to develop, maintain and manage the building Safety Case (the principles of life safety, including fire safety and building compliance, for the management of the building) for A2Dominion population of “tall/complex buildings”.
5. To carry out and monitor regular estate inspections, ensure accurate records are maintained and actions are taken promptly and resolved at the earliest opportunity. Ensure that the information gathered is to the highest level and recorded in the required systems to support the building and safety management.
6. Take ownership and responsibility for the management of your building – compliance servicing, responsive repairs, planned maintain. Taking responsibility to support internal stakeholders and build strong relationships with your residents, onsite staff and contractors.
7. Support your Case Worker with the investigation and resolution of resident enquiries/investigations, giving advice and guidance.
8. The focus of your role will be service delivery for -
 - a. Fire safety and compliance
 - b. Estate expenditure and budgets
 - c. Resident engagement
 - d. Estate Management Strategy documentation
 - e. Contract management
9. To actively contribute to the development and implementation of new ways of working across the team and ensure that inter-departmental approaches are developed on compliance, safety and contract management.
10. Use data to identify and drive challenging achievable targets and to proactively establish and develop innovative methods for improving overall performance.
11. To build and maintain constructive, influential and relationships with all stakeholders, both internal and external. To represent the Group (or Directorate as appropriate) at meetings, hearings and other forums.
12. Participating as a member of the Project Team and other sub-groups, to contribute to the operational effectiveness of the Directorate and provide specialist advice within the Group as appropriate.
13. Feedback to stakeholders regarding any performance deficiencies experienced from Contractors.

14. Be responsible for delivering a strong financial performance by working collaboratively with the service charge team to ensure production of accurate and transparent service charge estimates, in-year block management accounts and year-end accounts.

Line management

Direct reports:
Estate managers
Casework managers
On site staff as agreed.

Indirect reports:

Key internal contacts

Operations Department (including particularly Property Services, Housing and Specialist Housing, Environmental Services, New Homes, Legal Services, Service Charge Team); IT, HR

Key external contacts

Managing Agents; Regulatory Bodies; Local Authorities; Contractors, Consultants and Specialist Advisers.

Operating environment/ dimensions

Financial authority limit: £2,500

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	A	
Has AIRPM or MIRPM Membership or equivalent suitable qualification		A
Has (or willing to study for) relevant Fire Safety Qualifications.	A	
Full clean UK driving license	A	

Knowledge and skills		
Experience of delivering residential property management in private or public housing sector or technical knowledge of building construction and fire safety.	T/I	
Ability to plan and monitor budgets and contribute to the Department's financial planning processes		I
Experience of adopting a continuous improvement approach and adapting to change	T/I	
Excellent IT skills	T/I	
Ability to calculate data and analyse information in order to draw logical conclusions	T/I	
Knowledge of current housing & building safety legislation, best practice (RICS etc.) and up to date case law	I	
A2Dominion values		
DRIVE: Deliver, Respond, Innovate, Value Enterprise		
Manager - Leading Others – Where the focus is on translating & delivering organisational strategy through self and others in an engaging and leaderful way; ensuring a 'what's possible' mind-set at all times		
Competency	Essential	
Influential The ability to work with and through others to achieve organisational goals; flexes communication style for different audiences; demonstrates a personal confidence that engages people to listen; seeks to understand others' needs and works hard to achieve win-win outcomes; adopts versatile strategies in overcoming obstacles to getting things done; supports ideas and requests with a sound business case	X	
Engaging Has good self-awareness on how their behaviour impacts others and modifies accordingly; has a strong 'brand' that people trust and want to work with; translates organisational strategy into way they carry out their duties and contributes to a positive team environment within the team through collaborative working; demonstrates personal integrity at all times; is able to flex their approach to and situations; shows authentic behaviours that are not compromised by personal ego	X	
Performance focused Delivers a consistently high performance; empowers self to make decisions and deliver results; ensures the co-creation and delivery of performance standards and	X	

goals as part of the team, which are linked to the project strategy; monitors and reviews own performance regularly.	
--	--

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen