



Trinity Homeless Projects
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#itCOULDBEME

Hi

Thanks for asking about our role of Property Management Assistant.

We are a dynamic and professional group of people working to create a fairer society through helping to improve the lives of people experiencing homelessness and preventing people from becoming homeless. We're always looking forward to welcoming new, like-minded people into our team.

This is an important time for us as we meet the many challenges in the sector and in the whole of society and we are always looking for ways to stay ahead of the field and to achieve more for the people that rely on our services.

To find out more about our work, go to www.wearetrinity.org.uk

If you want an exciting challenge with an aspiring organisation, then please write to us and tell us about yourself and why you want to work with us. Please include your current CV.

I look forward to hearing from you.

Best wishes,

Natalie Room
 Housing Resource Team

Why work for us?

Trinity is all about creating a fairer society through ending homelessness.

Homelessness in Britain is the result of treating housing as a commodity rather than a human right. It is rooted in privilege, wealth and power and policies that are inconsistent with human rights – neglecting or failing to respond adequately to the needs of the most disadvantaged in response to crises or economic developments. The response should be clear: we must commit to ending homelessness. This would, in fact, be in line with the global target to ensure adequate housing for all by 2030, which was committed to in the UN's sustainable development goals.

Why work for us...? Because we believe deeply in justice and we are a community of committed people who want to make our lives count by leaving a legacy that makes the world a better place. We have deeply held values and ethics and a high degree of self-directed performance. We have a positive coaching culture and we are solution focused. There is a genuine and deeply felt commitment to continuous improvement and an aspirational approach to the future and we will not stop until everyone has a home...or at least a bed for the night.

Other reasons:

Great people

We currently have a team of 50+ gifted, friendly, funny people who come for a job and stay for a purpose.

Flexible working

Some roles dictate that you've got to be somewhere at a certain time. Outside of this we value autonomy and work-life balance, and we trust our people to manage their own time.

Above average local pay

Pension

Good annual leave

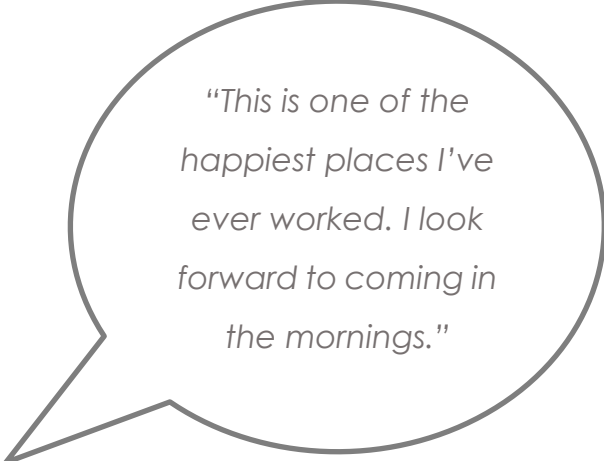
Maternity and paternity leave

We look after you when you're sick or need time off

Self-directed learning

A day off for your birthday

And an all-expenses paid holiday (Okay... no free holiday..)



"This is one of the happiest places I've ever worked. I look forward to coming in the mornings."

working for a fairer society
wearetrinity.org.uk

What we do

Trinity Homeless Projects (Trinity) is a registered Charity working in West London and Slough to end homelessness.

Hillingdon is one of London's largest Boroughs and we are the largest provider of Supported Accommodation within it. This is the summation of 20 years of partnership and takes steady and consistent care and innovation to maintain. By comparison, whilst a smaller borough in both geography and populus, Slough has the highest percentage of people experiencing homelessness outside of London boroughs. We currently have 55 supported accommodation properties, a 33-bed straight off the streets hostel, and a complex of 41 independent studio flats meaning we are housing over 300 people at any given time.

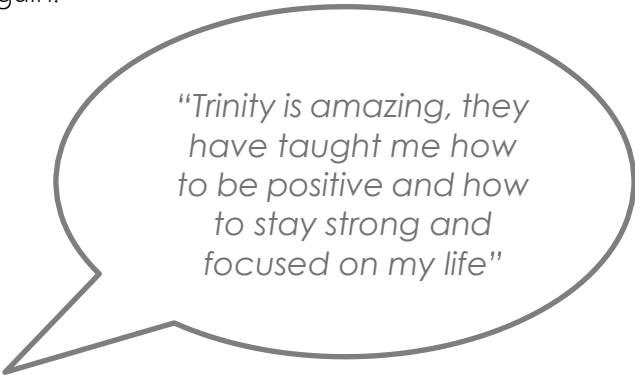
Our residents are supported by qualified Coaches who offer between one and four hours coaching per resident per week depending on need and risk. Resident's needs and risks are regularly reviewed by the Team to ensure their safety and that of the Trinity team. The practice of NLP underpins Trinity's shared belief system, such as knowing that there is a solution to every problem and trusting that we have all the resources we need to achieve what we desire. The support residents receive is bolstered by our neighbourhood model which comprises of a Housekeeper, Maintenance Specialist and Coach dedicated to each neighbourhood. Between these three roles, our residents are supported holistically, having their housing and support needs met at once. To do this, planning, communication and record keeping must be meticulous to ensure we maintain an exemplary standard of housing and support which together make a home. Home is the foundation of a healthy and happy life, and we undertake extensive health, safety and compliance obligations to guarantee this. We map our progress through a Strengths Chart that focuses on assets not deficits and our ex-resident surveys consistently show that > 80% of people that move on from our Supported Housing remain securely housed after 12 months, making Trinity a long-term solution to homelessness.

We have two large furniture recycling stores that deliver employment training and save over 2,300 tons of CO2 every year. These stores serve the planet by supplying our houses & local community.

We run a Reconnection Service for people moving into private accommodation after sleeping rough and our Day Service (SHOC) in Slough work with about 100 people every week.

We lease properties from the Private Rented Sector and create licensed HMOs. Private landlords like our offer; we offer guaranteed rent, provide 24-hour call out and we're good neighbours. We charge between £280 and £350 per week Enhanced Housing Benefit which comes in below other providers, but our rents must be protected in the face of residents' financial challenges and growth, such as benefit cuts or employment changes. Like many of our residents, we are at risk of constant Welfare Reform, and it is essential that we create a supply of affordable housing, at LHA rate, such as our Riverside Apartments complex. Looking after things help them last longer, we treat each Trinity home like our own to ensure it provides for us today and in the future, strengthening our partnerships in the private rental sector and making us an attractive and sustainable offer for long-term leases. Excellent communication with the partners which work alongside us such as other charities, the council, health services, landlords, agents, neighbours, and contractors mean we can future proof the organisation in this way.

With person-centered support and careful property management & investment coming together to build services to last, we can develop a strategy with mapped pathways that offer a local system where no one need suffer homelessness again.

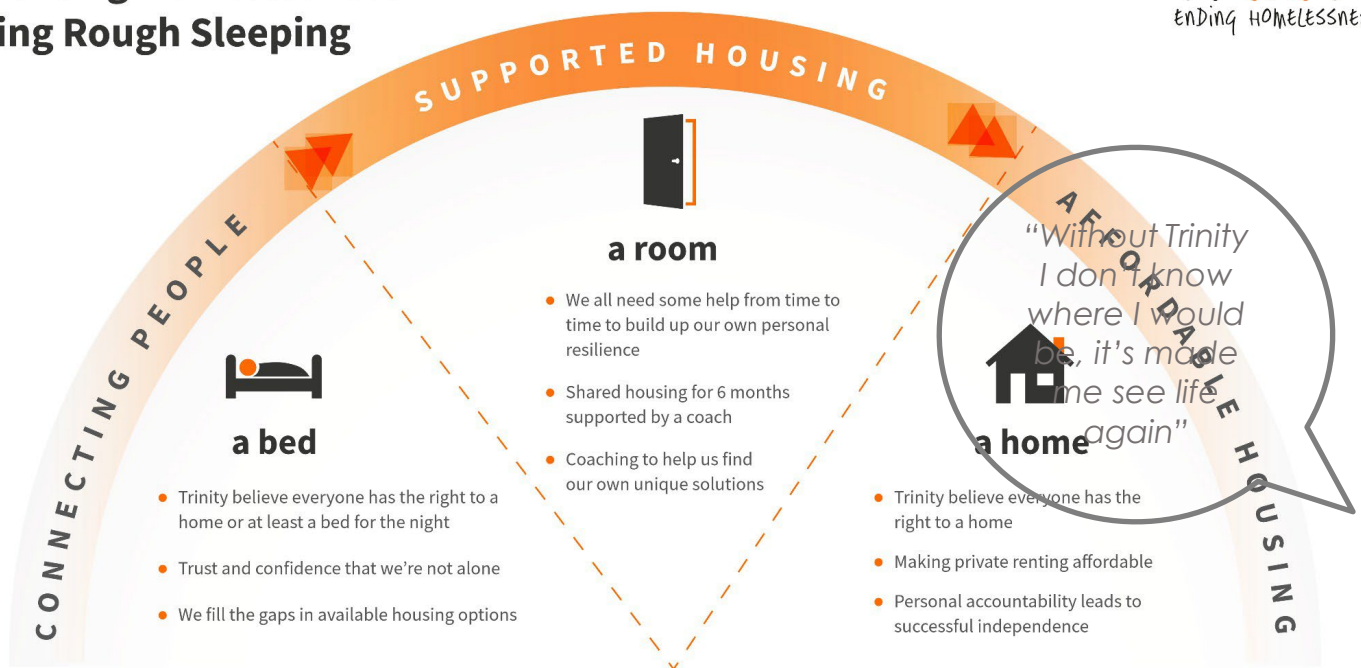


"Trinity is amazing, they have taught me how to be positive and how to stay strong and focused on my life"

Our Theory of Change

Everyone has the right to a home...or at least a bed for the night

Increasing Life Expectancy
Preventing Homelessness
Ending Rough Sleeping



Life expectation in the UK currently stands at 80 years. If you are sleeping rough that almost halves to 43 years. Where we work the average time someone will have to sleep rough is 1.3 years and an analysis of the services currently being provided shows that the vast majority are designed to maintain people living on the streets rather than accessing housing.

We believe everyone has the right to a home or at least a bed for the night.

Our approach is to create a supply chain of services that ensures everyone where we work has access to a room and within as short amount a time as possible a home.

The Vision

A Trinity Property Management Coordinator enables our team of Housekeeping & Maintenance specialists to take care of their Community's houses so that our Coaching Team can support our Residents in taking care of themselves. The Housing Team (comprised of Housekeeping & Maintenance specialists alongside the Property Management Coordinator) set the primary example of *how to look after a Home*, enabling our residents to model this behaviour and treat their environment with the same respect and care. When our residents take pride in their homes, they in turn take pride in themselves.

By providing a clean and homely environment in our properties, we guarantee our residents have a safe and comfortable place to call home, whilst strengthening our relationships with local Landlords, Neighbours and Letting Agents. This ensures that they continue to support our Housing Pathway (emergency accommodation → supported housing → independent living) and will enable us to End Homelessness altogether.

The Property Management Coordinator role is the first port of call for residents and team members reporting, monitoring and updating on matters of property management including but not limited to: property repairs, scheduled property maintenance and improvement, critical H&S concerns & hazards and property compliance upkeep. The role is part resident and team engagement and part data entry – and planning oriented(!) it is designed to instill confidence in our residents and partners that our homes are exactly that – homes – places of love, care and attention which meet and exceed regulatory expectation and represent safety & a high standard of repair. On a day-to-day basis, the Coordinator will:

- Enter detailed repair reports as shared by residents,
- Allocate, schedule and coordinate the repair response using Salesforce/InForm
- Monitor and update ongoing repair records
- Keep residents informed of repair progress, appointments and property visits
- Refer works to external contractors, agents and superior landlords
- Assist the Resource Team in raising Purchase Orders and reviewing invoices
- Refresh stock and team materials
- Coordinate compliance servicing with engineers, agents and landlords
- Assist in the preparation of compliance reporting packs for Risk Assessment management, PRS, local government and SHROA databases.
- Support the Resource Team by providing Key Performance Indicator reports at regular intervals and on demand.
- Review central compliance records (e.g. Health & Safety, Section 20) and liaise with Neighbourhood teams and the Resource Team to coordinate updates and works.
- Provide general administrative support: issuing access and general property information as well as compiling crucial information for property uploads to our portal.

The person fit for this challenge will be an organised, detail-oriented problem solver able to apply a 'can-do' sense-making attitude to all property issues, transforming them into actionable solutions by working closely with our skilled Housing Team, and maintaining consistent and clear communication with our residents.

As you will be working to sustain & improve environments fit to be home to people who have experienced homelessness and instability, it is essential that you have the skills to strengthen the relationships in the lives of our residents by being friendly, helpful and respectful at all times. Conflict management skills and a non-judgemental approach will be called upon to take residents from a place of distress to one of reassurance during urgent repair issues, and an awareness of hazard prevention and health and safety management will mean distress is rare, and comfort commonplace.

The Role

To excel in the Trinity Housing Team, the ideal Property Management Coordinator will be well-skilled and confident in the following areas and disciplines. *Gaps in knowledge and experience can always be compensated by a willingness to develop new skills; a desire for personal growth and learning is essential at Trinity.*

- A comprehensive understanding of common household maintenance and repair concerns and a firm foundation in day-to-day, planned and cyclical repairs & improvements which can be built upon with experience
- A familiarity with building, maintenance, refurbishment, plumbing, electrical and compliance procedures
- Exemplary customer service capacity, especially tools for de-escalating tensions under pressure should situations causing resident-stress to arise
- Adaptive communication skills to illicit clear, detailed information from both residents and teams for the recording of repairs, updates and feedback
- Organisation, timekeeping and work stream management are essential as data entry and updates operate within a 24-hour time frame to ensure compliance
- Familiarity with the legal framework which informs best practice in property management and the provision of accommodation. This should include but not be limited to the basis for a working knowledge of the Housing Act, the Environmental Protection Act, the Housing H&S Rating System, Awaab's Law, the Renters Rights Act, HMO licensing parameters, the Supported Housing Regulatory Oversight Act*
- Performing and producing reports pertaining to essential, routine inspections and maintenance activities such as fire & CO alarm testing, meter readings, property inspections, fire safety inspections,
- Fluent digital literacy and capacity for adopting new systems of data entry, report-running and information presentation – a deftness with Salesforce, communication channels e.g. Signal and WhatsApp, Microsoft Systems including Sharepoint and excel, and a keenness for the efficient use of technology is preferred
- Reporting resident safeguarding or welfare concerns to Neighbourhood Coaches
- Guaranteeing adherence to H&S policy and regulations as per training provided is crucial as H&S concerns must be triaged and prioritized based on Trinity's promise as outlined in our Repair Reporting Guide aligning us with the stipulated legislation

These are just a few examples of the varied work you can expect, with each day offering a balance between call-handling, repair assessment & scheduling, contractor coordination, rapid triaging for emergency repairs & cleans and continued commitment to the overall data-compliance and quality of accommodation in our homes.

As a member of the Trinity Housing Team, your work will support the continued improvement of our property services across both the London Borough of Hillingdon or the Borough of Slough,

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with beneficiaries ranging from our residents in shared, supported accommodations (HMOs); to our emergency accommodation (such as a hostel setting); to our newly opened self-contained studio flats. Your work means as our heads hit the pillow each night, our residents can sleep soundly too knowing that their homes are safe, cared-for and sustainable.

Training & Experience

Knowledge and respect of Health and Safety regulations is key and an awareness of the following particulars is a bonus, though Training will be provided during our onboarding process:

- Health and Safety in the Workplace & home
- COSHH
- Safeguarding adults with vulnerabilities
- Fire Safety Awareness and Fire Marshall Training
- Damp & Mould Awareness
- Asbestos Awareness
- Manual handling for low-risk environments
- Equipment, tool and ladder safety
- Legionella and Legionnaires Disease
- Legislation as listed on p.7*

Applicants will want a dedication to Ending Homelessness. Trinity are seeking purpose-driven individuals ready to change the world through their skills and commitment. Should you have any questions about either the role or our wider mission, please reach out.

Thanks for taking to time to absorb all of this, I really look forward to hearing from you.

My very warmest regards,

Natalie Room,

Housing Resource Team.

natalie@wearetrinity.org.uk

07971 469 364

Terms and Conditions

Salary

Part-time salary (30 hours pw) is £26,400 *or equivalent to £35,200 were the role full time.*

This is subject to discussion around experience and expertise. We pay people on the 27th of each month. The Trinity pay structure is subject to annual review.

Hours

30 hours per week between 8.30am – 5.00pm with flexi-time available on request. Working days must cover a Monday and hours must be shared across 4 days of each week, e.g. 7.5 hours Mon – Thurs.

Leave

25 days pro rata with 3 extra days to compensate those participating in our On Call system.

Pension

4% pension contribution

Performance

We monitor how people perform through coaching every two to three months and through annual appraisals. We hold a three-month review to reflect on each employee's first quarter with us, followed by a 6-month probation review. We work to agreed objectives and assess achievement against these objectives and the competencies for the role.

Probation

There is a six-month probation period for new starters.

References

We only appoint someone if we are happy with their references, covering things such as character, employment, health and eligibility to work in the UK.

Smoking policy

People are not allowed to smoke in any of our properties and whilst engaged in work. Smoking breaks can only be taken in someone's own time.

Location

Working from various Trinity locations across the London Borough of Hillingdon and across Slough.

This is an outline of our current terms and conditions and is subject to annual review and amendment, by consultation.