

JOB DESCRIPTION

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| Post: Maintenance Manager | Analyst: John Brooks, Director of Development and Property Management |
| Date: November 2023 | Department: Property Management |

1. JOB DETAILS

a. Responsible to: Director of Development & Property Management

b. Responsible for: Property management function

c. Working hours: 37 hours per week (Monday to Friday)

d. Wage level: NJC SCP 30-38 (£36,294-£44,539)

e. Essential Qualifications:
3rd Level education (HND or equivalent) in a built environment related subject

f. Essential Experience:
A minimum of 2 years (gained within last 6 years) experience in a similar supervisory role including managing staff
OR in the absence of the above educational requirement, a minimum of 5 years' experience (gained within the last 7 years) in a similar supervisory role.

2. JOB SUMMARY

To manage the Association's response, cyclical and planned maintenance programmes in an efficient and effective manner in conjunction with the Director of Development and Property Management. To establish and maintain appropriate policies and procedures in accordance with guidelines from the Board of Management to ensure the delivery of the Association's maintenance and property services.

To ensure the effective and efficient delivery of Property management operation and assist the Association to achieve its core aims and objectives.

To operate an effective response maintenance service, management of aids and adaptations, servicing, cyclical and planned maintenance schemes

Manage the maintenance team to ensure delivery of a first-class maintenance service

To instil a culture of customer focussed business development.

3. KEY TASKS

3.1 To manage an innovative, professional and proactive response maintenance service through the Association's Measured Term Contract and service contracts, including supervision of the Maintenance Officers and Caretakers to ensure all work is carried out to the highest possible standards.

3.2 To ensure that the Association's response maintenance service is delivered in an efficient and cost-effective manner in accordance with the standards of the Association.

3.3 To assume responsibility for an out-of-hours maintenance service through our out-of-hours contract with Radius Connect 24.

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| 3.4 | To monitor contractor performance ensuring conditions of contracts are complied with and provide performance reports to SMT. |
| 3.5 | Take responsibility for the maintenance process, and escalating serious matters or matters requiring legal action to the Director of Development & Property Management. |
| 3.6 | Manage pre and post inspections of maintenance & repair works carried out under the Measured Term contract in compliance with the Association's policies & procedures. |
| 3.7 | Prepare concise and accurate management reports to the Director of Development & Property Management and provide information required for reporting to SMT, Committee and Board. |
| 3.8 | Undertake property inspections, providing a support service for any problems, finding a suitable resolution where possible. |
| 3.9 | Monitor and manage all Works orders issued, ensuring compliance with completion times, standards of workmanship and customer satisfaction; compile reports. |
| 3.10 | Contract Management - to manage all performance and review meetings of the Measured Term Contracts and other maintenance contracts. |
| 3.11 | Manage the in-house caretaking team including scheme cleaning. |
| 3.12 | Act in the capacity as Health & Safety officer, to include the management of the Association's Health & Safety Policy, the formulation and management of all statutory obligations including appropriate risk assessments i.e. fire risk assessment, health & safety assessment, boiler servicing, NICEICE, Pat Testing etc. |
| 3.13 | <p>Planned & Cyclical Maintenance</p> <ul style="list-style-type: none"> • Brief consultants on the requirements for a stock condition survey • Liaise with Director and Finance Manager to prepare budgets to meet survey report recommendations • Prepare proposals for the Director of Development and Property Management approval • Liaise with consultant on tender process and assist in the procurement process • Co-ordinate work on site and report progress to Director of Development and Management |
| 3.14 | <p>Annual Servicing & Compliance Contracts</p> <ul style="list-style-type: none"> • Assume responsibility for the management and implementation of the Association's annual servicing contracts • Ensure that all legislative, health & safety and regulatory matters in respect of servicing contracts are complied with • Ensure delivery of the Association's servicing contracts within the planned budget and programme timescale • Review performance and financial outturns associated with the annual contracts and prepare future annual programmes and budgets • Compile reports, statistics and returns as required |
| 3.15 | <p>Aids and Adaptations</p> <ul style="list-style-type: none"> • Undertake property inspections and prepare schedules of Work in accordance with OT recommendations and to facilitate clients' needs • Ensure cost effective Work solutions • Monitor and report upon Work progress • Accept work upon completion • Comply with the NIHE and DfC Guidance requirements • Attend on site as required • Certify accounts for payment |

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| 3.16 | Assist in the investigation, assessment and management of all Public Liability Insurance Claims, including remedial works, investigation and preparation of reports as required. Liaise with the Association's insurance provider in respect of all Public Liability Insurance Claims and to represent the Association in any court hearings as required. |
| 3.17 | Assist with implementation of customer service standards and achieve targets detailed in the association's corporate and annual performance indicators. |
| 3.18 | To ensure maintenance team attend new build handover to familiarise themselves with new stock |
| 3.19 | Attend any meetings and forums as appropriate and required. |
| 3.20 | Ensure adherence to the policies and procedures of the Association, particularly those regarding equal opportunity, health and safety and confidentiality. |
| 3.21 | To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc. |
| 3.22 | Maintain awareness of the external business environment to identify changes which may have an impact on the Association. |
| 3.23 | Work with statutory agencies to ensure our properties meet all current standards. |
| 3.24 | Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework. |
| 3.25 | Monitor completion of snagging lists for all new developments and ensure completion of the defects listing. |
| 3.26 | Gather and maintain statistics for performance information and Annual Returns. |
| 3.27 | Facilitate internal and external auditors and ensure that any recommendations for improvement are implemented |
| 3.28 | Ensure that all offices and buildings are managed and maintained |
| 3.29 | Keep up to date with policy and practice developments in housing and using this knowledge to inform the Association's work. |
| 4.0 | <u>OTHER DUTIES</u> |
| 4.1 | Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy. |
| 4.2 | Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity |
| 4.3 | To promote the organisations Mission, Values (Integrity, Sustainability, Excellence, Empowerment, Collaboration, Fairness) aims and Objectives. |
| 4.4 | To maintain professional boundaries and confidentiality within the Association |
| 4.5 | To attend staff meetings, training, forums, which may occur outside normal working hours |
| 4.6 | To participate in Performance Reviews and supervision sessions |
| 4.7 | Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times |
| 4.8 | Adhere to policies and procedures as contained within Staff Handbook |
| 4.9 | Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation. |

4.10 Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success of the Association.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

Signed by Employee:

Signed: _____

Date: _____

Signed on behalf of Association:

Signed: _____

Date: _____

Position: _____
