



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ

**PERSONNEL SPECIFICATION**

**Post:** Maintenance Manager

**Analyst:** John Brooks

**Date:** November 2023

Director of Development and Property Management

Specification	Essential	Desirable
Physical Make up	Professional tidy appearance	
Qualifications	3 <sup>rd</sup> Level education (HND or equivalent) in a built environment related subject	Professional Membership of CIOB/RIBA/RICS/MCIH  NEBOSH
Job Experience And Training	A minimum of 2 years (gained within last 6 years) experience in a similar supervisory role including managing staff  For applicants who do not meet the educational requirement above, a minimum of 5 years' experience (gained within the last 7 years) in a similar supervisory role  Experience in Health & Safety Management  Experience in budget setting and control of expenditure.  Experience of complaint management	Social Housing experience  Working with Housing Associations and DfC.  Experience of Investors in People standard.  Policy design and implementation.  Experience in the coordination of annual investment programmes or large scale construction contracts  Experience of dealing effectively with challenging and concerned clients  Experience of NEC Contracts  Experience of MTC Contracts
Specialist Knowledge	Good understanding of the role and responsibilities of a Maintenance Manager  Proven track record of meeting operational targets in relation to maintenance management  Knowledge of Estate Management issues	Knowledge of Omni-ledger or similar Housing Management IT System  Awareness of the development of Tenants Participation Strategies  Awareness of the Data Protection Act  Knowledge of the DfC Housing Association Guide & Housing Regulation  Good understanding of the work of a Housing Association  Knowledge of Fire Safety and risk assessments  Knowledge of statutory compliance requirements for social housing

<p>Special Skills / Aptitudes</p>	<p>Excellent IT skills</p> <p>Working knowledge of MS office (including Word, Excel and Outlook) gained in an office environment</p> <p>Proven track record for managing, motivating and appraising staff teams to achieve goals/objectives</p> <p>Motivated team player</p> <p>Ability to instil a culture of continuous improvement</p> <p>Excellent interpersonal and communication skills</p> <p>Strong organisational and time management skills</p> <p>Strong report writing skills</p> <p>Accurate and thorough approach</p> <p>Respect for confidential information</p>	<p>Can demonstrate innovation in service delivery.</p> <p>Strong ICT knowledge</p> <p>Good working knowledge of CAD, site survey and contract drawing preparation</p> <p>Knowledge of building services and functional operational use</p> <p>Can demonstrate an ability to implement change and deliver Value For Money (VFM)</p>
<p>Disposition</p>	<p>Approachable.</p> <p>Good problem-solving ability.</p> <p>Ability to work on own initiative.</p>	<p>Demonstrable experience in presentation, tenant consultation &amp; choice.</p> <p>Can demonstrate innovation in service delivery.</p>
<p>Personal Circumstances</p>	<p>Clean Driving Licence</p> <p>Accessible to both office locations</p>	