



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ

**PERSONNEL SPECIFICATION**

**Post:** Maintenance Manager

**Analyst:** John Brooks

**Date:** December 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<br><br>NEBOSH   |
| Job Experience And Training | A minimum of 2 years (gained within last 6 years) experience in a similar supervisory role including managing staff<br><br>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<br><br>Experience in Health & Safety Management<br><br>Experience in budget setting and control of expenditure.<br><br>Experience of complaint management | Social Housing experience<br><br>Working with Housing Associations and DfC.<br><br>Experience of Investors in People standard.<br><br>Policy design and implementation.<br><br>Experience in the coordination of annual investment programmes or large scale construction contracts<br><br>Experience of dealing effectively with challenging and concerned clients<br><br>Experience of NEC Contracts<br><br>Experience of MTC Contracts                |
| Specialist Knowledge        | Good understanding of the role and responsibilities of a Maintenance Manager<br><br>Proven track record of meeting operational targets in relation to maintenance management<br><br>Knowledge of Estate Management issues  | Knowledge of Omni-ledger or similar Housing Management IT System<br><br>Awareness of the development of Tenants Participation Strategies<br><br>Awareness of the Data Protection Act<br><br>Knowledge of the DfC Housing Association Guide & Housing Regulation<br><br>Good understanding of the work of a Housing Association<br><br>Knowledge of Fire Safety and risk assessments<br>Knowledge of statutory compliance requirements for social housing |

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| <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>   |  |