



## **Job Description**

<b>Job Title:</b>	<b>Maintenance Services Manager</b>
<b>Grade:</b>	<b>EVH Grade 8 (Spinal Points 28 to 31)</b>
<b>Salary:</b>	<b>£40,234 - £43,530</b>
<b>Responsible To:</b>	<b>Director of Maintenance Services and to the Chief Executive</b>

### **Keys Aims of the Post**

The key aim of the post is to provide day-to-day line management and support to the Maintenance Team in the delivery of an efficient and customer focussed repairs and maintenance service to tenants residing within Elderpark Housing's homes and communities.

The focus of the role:

- The provision of a dedicated repairs and maintenance service, ensuring high customer satisfaction levels, meeting regulatory requirements and delivering business goals
- To be responsible for the management, motivation and development of the maintenance team by providing excellent management qualities, support and training to team members.

- To provide a systematic approach to performance monitoring/achievement of Performance Objectives including the ARC
- To implement a strong ethos of outstanding customer service within the department
- To possess a strong working knowledge of building regulations and construction best practice in property maintenance
- To provide sound and diligent contract administration and compliance to provide best value and improved services
- Actively participate in the decision-making process within the Maintenance Services by assessing risk, budget setting and monitoring, policy developments and building and maintaining partnerships
- Promote a culture of fairness, empathy and respect to those residing within our homes to support them in maintaining and thriving within their tenancy
- To work with the Director of Maintenance Services in undertaking a range of duties in relation to Development Projects

### **Principal Responsibilities and Duties**

- Responsible for the development and delivery of an integrated and consistent reactive, void, planned and cyclical repairs and maintenance service provision across all tenures
- Responsible for the monitoring and scrutiny of maintenance and repairs contractors performance and applications for payment ensuring all contract terms and targets are met in accordance with timescales, quality, performance, variation control and customer satisfaction
- Undertaking regular analysis of repairs to identify trends and failing components for updating into the associations 30 year planned maintenance programme
- Ensure that the association meets our tenant safety obligations in relation to key aspects including gas safety, asbestos management, fire safety, electrical safety and legionella
- Ensuring that the maintenance team delivers all repairs and investment projects by adhering to best practice and policy and procedures that meets our regulatory and business objective requirements
- Apply strategic and innovative thinking to enhance asset value, value for money and customer satisfaction in consideration of service modernisation, preventative, void, and reactive maintenance strategies
- Promote and develop customer engagement activities associated with service reviews, component selection and consultation events for contracts and future programmes

- Support the Director of Maintenance Services to ensure that Elderpark meets all statutory and regulatory compliance in its role as Registered Social Landlord and factor
- Together with the Director of Maintenance Services procure contracts and contractors in accordance with the associations Procurement Policy and procedures, striving to achieve value for money and sustainable outcomes are achieved
- Work with the Director of Maintenance Services to ensure we meet current and future energy efficiency targets and obligations
- Assist the Director of Maintenance Services in the ongoing reviews of the associations 30 year maintenance plan

### **Strategy and Performance**

- Carry out effective budget management reviews with Director of Maintenance Services ensuring value for money achieved in all aspects of service delivery
- Develop, analyse and review targets and Key Performance Indicators across the maintenance service
- Review and monitor adherence to Repairs Service Standards and ensure best practice in the use of the various systems within the maintenance team
- Co-ordinate a partnership working approach with colleagues and teams to improve services to customers
- Take responsibility for the organisation and delivery of projects under the direction of the Director of Maintenance Services
- Ensure performance management, personal development and succession plans are in place for all maintenance team members and where possible, opportunities for staff development are actively encouraged and made available
- Deliver regular and relevant training within team required to support service improvements adopting a continuous improvement ethos
- Fully engage with the maintenance team with the annual appraisal process, ensuring clear goals and objectives are set and tracked and that all team members have a personal development plan in place
- Provide regular reports on service provision relating to the overall contractors performance targets and standards

## **Operational Responsibilities**

- Provide positive and effective leadership of the maintenance team on a daily basis
- Ensure that the highest standards relating to health and safety are adhered to and that staff are complying with their responsibilities and outputs as an employee of Elderpark Housing
- Ensure that contractors are regulated in terms of their legislative duties relating to health and safety performance and outputs ( e.g. CDM 2015 regulations)
- Ensure that contractors maintain the highest standard of customer care and awareness whilst carrying out works in and around our tenants homes
- Ensure that an out of hours call out response service is available and maintained amongst the Maintenance staff.

## **Systems Administration**

- Prepare and submit monthly data and information for the Annual Return on the Charter and other relevant regulatory requirements
- Be fully conversant with the Association's computerised systems and utilise phone and tablets to provide an effective maintenance service
- In conjunction with the Maintenance team (and in some circumstances the customer services team) take responsibility to ensure that a module(s) within the Housing Management software is utilised to its optimum efficiency and where appropriate implement and train other users in relation to up-grades within their respective modules
- To ensure all related statistical databases are present and correct and report any issues to the Director of Maintenance Services.

## **Other**

- Attend (organise where applicable) residents' meetings, consultation events
- Attend Housing & Maintenance Subcommittee meetings and present performance and ad-hoc reports
- Any other duties specified by the Director of Maintenance Services or the CEO that would be considered reasonable for a Maintenance Services Manager to undertake

It should be noted that this is a new position within the organisation and as such the duties may evolve over time. The principle duties are designed to provide a guide to the types of activities that may be undertaken on a daily basis within the Association.

<b>Experience &amp; Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Experience within a Registered Social Landlord or similar housing organisation repairs service		X
Construction qualification and/or equivalent relevant work experience	X	
Contract management experience and management of contractors	X	
Experience of developing and implementing an efficient, compliant repairs service with a focus on a “right first time” approach	X	
Experience of property maintenance management, including reactive, void repairs and planned maintenance contracts	X	
Experience of budget planning and budgetary control, and management.		X
Previous experience using Capita’s Open Housing Software System		X
Experience of reporting to a voluntary Management Committee		X
Experience of managing corporate Health and Safety standards, and a working knowledge CDM 2015 regulations.	X	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
A good understanding of current procurement processes and regulations.		X
Sound knowledge of relevant performance standards, good practice, regulation and key performance indicators.	X	
A working knowledge of Risk Assessments and Method Statements in relation to Repairs and Maintenance.	X	
A strong knowledge of Asbestos, Gas safety, Legionella control, electrical safety and Fire Safety Regulations Scotland	X	

Up to date knowledge of the current regulatory framework and the context in which Elderpark Housing Association operates		X
Proven ICT skills in a range of Microsoft packages		X
<b>Skills and abilities</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication, listening and interpersonal skills	X	
Represent Elderpark HA and the wider housing sector in a positive light	X	
Ability to develop good relationships with colleagues, the management committee and external stakeholders	X	
Excellent professionalism, discretion and confidentiality	X	
Excellent work planning skills and the ability to prioritise workloads	X	
Excellent skills in engaging, motivating and inspiring colleagues		X
Ability to innovate and embrace opportunities for change	X	
Ability to work under pressure with minimum supervision	X	
<b>Other</b>	<b>Essential</b>	<b>Desirable</b>
Take responsibility for self-development and continuous improvement		X
Flexibility in working arrangements (willing to work outside normal working hours when required)		X
Driving license and access to your own car		X