



## **Job Description**

<b>Job Title:</b>	<b>Director of Maintenance Services</b>
<b>Grade:</b>	<b>EVH Grade 9 (Spinal Points SM9 – SM11)</b>
<b>Salary:</b>	<b>£54,733 - £57,483</b>
<b>Responsible To:</b>	<b>Chief Executive and Management Committee</b>

### **Key Aims of the Post**

The key aim of the post is to provide leadership, management and support to the Maintenance team in the delivery of an effective maintenance and repairs service to tenants residing within Elderpark Housing's homes and communities.

In addition, it will act as the senior officer for the Maintenance Team and provide strategic and legislative expertise in all areas of maintenance including component replacement, tenant safety, reactive and day-to-day repairs and procurement. It is anticipated that within this role will be some responsibility for the future development function of the association currently under the remit of the Depute Chief Executive.

The focus of the role is:

- Based on a desire to get things right first time and lead the team to achieve their individual targets and goals
- Provide leadership and management to the Maintenance team focusing on providing support, guidance, coaching and development to each and every member of the team
- Review and develop high quality internal maintenance and development policies procedures and working with the team make suggestions for improvements
- Delivery of the associations maintenance programme including reactive and void repairs, major repairs and improvements and cyclical maintenance ensuring that appropriate procurement processes are followed

- Have a strong knowledge of any changes in property maintenance and health and safety legislation, good practice and regulatory frameworks and apply this knowledge in the provision of your service
- Develop and implement effective performance management systems and frameworks to ensure that the Maintenance department excels in its delivery of service
- Support and advise the Management Committee, the Chief Executive and Senior Management team on all strategic and operational aspects of property management, maintenance services and development activities
- Actively participating in the decision-making process within the Senior Management Team 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 having houses which are of a high standard and meet their needs

### **Principal Responsibilities and Duties**

#### **Leadership and Management**

- To manage support and develop our maintenance staff, including monitoring and evaluating staff performance, including assessment against KPI's, identifying and reporting on training requirements and ensuring that each member of staff is encouraged to maximise performance
- Where necessary, provide strong and decisive management in terms of managing under-performance through the provision of support, identifiable and agreed outcomes and taking necessary steps to resolve any performance failures
- To ensure that staff are conversant with the Association's policies, procedures, IT and service standards and put in place appropriate systems to ensure compliance
- To oversee and allocate the work of the maintenance staff member and ensure excellent services are delivered in a timely and effective manner
- To motivate, encourage, manage and equip staff with appropriate support, welfare and resources to carry out their duties
- To develop a culture of continuous improvement and customer focus based on right first time
- Carry out regular one to one interviews and appraisal of the maintenance staff

## **Policy and Performance**

- Provide and present reports to the Management Committee and any Sub-Committees on policy, performance, strategy and all other matters relating to the property management and maintenance services function and activities
- Lead on the formulation, review and development of strategies, policies and procedures as they relate to the maintenance services functions, and ensure that any sub-Committee and Management Committee decisions are implemented effectively
- Take responsibility for the production, analysis and reporting of statistics and performance information maintaining the accuracy of data on our IT database systems
- Be involved in the production of data which meets the Annual Return on the Scottish Social Housing Charter including an awareness of the relevant technical guidance
- Lead on the preparation of statistical returns including the ARC, SHN and any other benchmarking information in relation to property management and maintenance services
- To ensure compliance with legal, regulatory and best practice requirements in relation to the work areas for which the post holder has responsibility
- Participate, as required, in the Association's programme of Internal Audit and make appropriate management responses to recommendations made

## **Reactive Repairs and Void Management**

- Responsible for the effective implementation and delivery of all day-to-day reactive and void repairs contracts
- Oversee and monitor the delivery of the gas servicing programme ensuring compliance against the legal duties
- Oversee the monitoring of contractor performance and identify and address any shortfalls in standards of service or performance
- Regularly review statistical data including costs, satisfaction levels, right-first time, response times against targets and taking remedial action where targets or standards are not met
- Oversee the delivery of the void management function in relation to maintenance to ensure it delivers the highest lettable standards possible that meets the needs and expectations of prospective tenants and maximises the levels of satisfaction with their home
- Develop a cohesive and planned approach to the improvement and maintenance of the stock and, in particular, the component replacement programme
- Deliver the associations Stage 3 medical adaptations programme

## **Planned, Major and Cyclical Repairs**

- Plan, commission and manage regular stock conditions surveys to ensure quality and accurate data is available to support the development and maintenance of detailed forward planning and inform future investment strategies
- Review and oversee the production and implementation of appropriate annual, 5-yearly and 30-yearly planned maintenance and cyclical maintenance programmes
- Take responsibility for managing, controlling and administering contracts on site and ensuring deadlines are met and overspend is minimised

## **Development**

- Proactively seek and evaluate land and development opportunities as funding availability permits
- Maintain good working relationships with all key statutory partners including the Scottish Government and Glasgow City Council to ensure the Association can take advantage of development opportunities
- Prepare and submit an annual Strategy and Development Funding Plan to Glasgow City Council
- Lead on processing proposed land and/or stock acquisitions and, in liaison with the Director of Finance and Corporate Service, identifying the requirements for private finance, accessing grants and other alternative funding streams
- Oversee the procurement and construction of developments

## **Procurement**

- In liaison with members of the Senior Management team, develop, implement and review the Association's Procurement Strategy and Procurement Policy
- Ensure procurement of goods and services relative to the property management and maintenance service function is carried out in an open, transparent and accountable manner, meets all legislative and good practice guidance and delivers value for money
- Lead on the effective procurement for property management and maintenance services contracts in line with the Association's Financial Regulations, Scheme of Delegation and Standing Orders
- Contribute to the production of an open contracts register which evidences our methods of procurement, length of appointment and value of works for publication on our website

## **Health and Safety**

- Maintain a good working knowledge of Health & Safety at work legislation, associated regulations and standards particularly in relation to tenants safety aspects including gas safety, legionella, asbestos management, electrical safety and fire safety
- Develop and oversee appropriate programmes of ensuring all necessary Health & Safety checks within all the Association's homes and offices are conducted in a timely, cost effective and appropriate manner
- Ensure that contractors have provided appropriate Health and Safety risk assessments for undertaking work within our homes
- Oversee the development and review of appropriate risk assessments for the maintenance staff

## **Budgetary Control and Financial Management**

- In liaison with the Director of Finance and Corporate Services, lead on the annual budget setting process and longer-term financial forecasting and planning for all property management and maintenance service related activities
- Monitor and report on actual spend against budget on planned and cyclical maintenance contracts and reactive repairs
- Develop sound financial control systems to monitor spend on property management and maintenance services activities and the reactive repairs service against budget and make recommendations to ensure value for money and control costs effectively.
- Research, make recommendations and, where appropriate, secure additional funding opportunities that support and/or enhance the delivery of the Association's property management and maintenance services and/or strategic business objectives
- Oversee the processing of buildings and liability insurance claims made by the Association, monitor the service provided and contribute to the review and renewal of the insurance contracts

## **Senior Management Team**

- Contribute to the effective leadership and corporate management of the organisation ensuring that, as an organisation, the focus is on achieving its vision, strategic aims and business objectives
- Participate in the development, review and updating of the Association's key strategic plans and documents including the Strategic Business Plan, budgets and policy reviews
- Ensure that a programme of ongoing self-assessment of compliance with Regulatory Framework and Regulatory Standards of Governance and Financial Management in relation to the property management and maintenance services function are carried out to demonstrate compliance and facilitate production of the Annual Assurance Statement

- Support the management committee, attending all management and sub-committee meetings (and other forums where required, for example the AGM) and offer professional guidance
- Contribute to the corporate strategy and communication, and ensure excellent relationships with partners, the public and media.
- Identify, mitigate and manage risks associated with the delivery of the Association's Asset Management Strategy and Maintenance Services Policies and Plans
- Contribute to the identification and regular review of corporate and operational risks and the management of the Association's Risk Register

### **General**

- Develop and, maintain, lasting and productive partnerships which support our business objectives, the values of Elderpark Housing and ensures compliance with statutory, legal and regulatory obligations
- Foster a culture of consistency in service delivery, seek out improvements, encourage team work, learning from each other, taking ownership, problem solving and being innovative
- Positively manage complaints received ensuring the association seeks to use these as a tool to learn and develop
- Respond to enquiries from Councillors, MSP's or other relevant stakeholders in a professional, courteous and clear manner which reflects positively on the association
- In conjunction with others take responsibility to ensure that a module(s) within the Housing software and other relevant software is utilised to its optimum efficiency.

### **Other**

- Any other duties specified by the CEO and Management Committee that would be considered reasonable for a Director of Maintenance Services to undertake
- Comply with the Association's Health and Safety policies and raise any unsafe conditions and practices to the Health and Safety Administrator and Chief Executive
- Attend training sessions, both internal and external, as required
- Where required be available to work outwith office hours to deliver services which meet the need of the organisation and our service users
- To actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies.
- Represent the association at internal and external meetings

It should be noted that as with any role 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 and these will be reviewed at regular intervals to ensure the job description matches the current internal and external environment and the needs of Elderpark Housing.



## Director of Maintenance Services Person Specification

Experience and Qualifications	Essential	Desirable
Experience within a successful Registered Social Landlord or similar housing related organisation	X	
Educated to degree level in a relevant discipline or a related professional qualification in property management / maintenance services		X
Previous experience at a managerial level delivering a property management and maintenance service	X	
Member of a recognised relevant membership body for example RICS, ICW, CIH etc		X
Previous experience in delivering large value works contracts across a range of different property types	X	
Experience of developing short, medium and long term maintenance and improvement programmes to maintain and enhance stock	X	
Experience in leading on the development function within an Housing Association, Co-operative or similar housing related organisation		X
Experience of leading and developing a successful high performing team	X	
Experience in the development, monitoring, review and implementation of policies and procedures	X	
Previous experience using Capita's Open Housing Software System		X
Experience of reporting to a voluntary Management Committee		X
Experience of achieving KPI targets and providing a consistently high quality of service	X	

<b>Knowledge</b>	Essential	Desirable
Knowledge of all aspects of property management and maintenance services including managing contracts, procurement, reactive and void repairs services, energy efficiency and tenant safety	X	
Knowledge of the components of a property including lifespans, common faults and replacement options	X	
Strong knowledge of health and safety in relation to properties and communities	X	
Up to date knowledge of the current regulatory framework and the context in which Elderpark Housing Association operates		X
Strong financial awareness and understanding of budgetary control	X	
Proven ICT skills in a range of Microsoft packages and knowledge of promoting digital inclusion		X
<b>Skills and Abilities</b>	Essential	Desirable
Excellent communication, listening and interpersonal skills	X	
Ability to represent Elderpark HA and the wider housing sector in a positive light		X
Ability to develop good relationships with colleagues, the management committee, tenants and residents, and external stakeholders	X	
Excellent skills at planning and prioritising workload	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>	Essential	Desirable
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