** JOB DESCRIPTION**

**Post Title: Head of Maintenance**

**Job Summary**

As a member of the senior leadership team the post holder will be responsible for the management of void and routine maintenance, planned maintenance projects and all aspects of Health & Safely. The post holder will also assist the Chief Executive with development opportunities. The post holder will be fully committed to the Association's Mission and Objectives, contributing to publicising the work of the Association and maintaining good public relations. The role will require representing the Association from time to time at various functions possibly outside normal working hours.

**Accountable to:** Chief Executive

**Line Managed by:** Chief Executive

**Person Specification**

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| Person Specification Criteria | Essential | Desirable |
| **Education and Training** |  |  |
| Degree Level  Project management qualification  NEBOSH or equivalent qualification | √  √ | √  √ |
| Member of Professional Body | √ |  |
|  |  |  |
| **Experience** |  |  |
| 3 years’ experience in a similar role at a senior level | √ |  |
| An understanding of current regulatory requirements | √ |  |
| Understanding of Health and Safety legislation  Excellent budget management  Previous experience of contract management  Up to date knowledge of building legislation | √  √ | √  √ |
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| **IT Skills** |  |  |
| Excellent MS Office skills (Word, Excel, Outlook)  Good use of accountancy software packages such as Sage or QuickBooks | √ |  |
| **Skills and Abilities** |  |  |
| Strong financial accounting skills | √ |  |
| Ability to manage large budgets effectively  Effective organisational skills  Ability to communicate effectively with a variety of stakeholder groups at all levels  Confident oral and written skills  Ability to mentor and support others and manage a team | √  √  √  √  √  √ |  |
|  |  |  |
| **Leadership**  Strong, effective communication  Lead by example  Honest and accountable  Ability to use own initiative and problem solve  Ability to motivate and develop staff  Have a professional attitude  Open and collaborative management | √  √  √  √  √  √  √ |  |

**Key Responsibilities**

**General Management and Administration**

* To line manage staff reporting to the Head of Maintenance in accordance with the Association's personnel policies; to participate in their recruitment, to contribute to the creation and maintenance of good staff relationships, to be responsible for recording, monitoring and controlling holiday and sick leave, to be responsible for their training, to hold regular meetings with them and monitor their work, and to carry out assessments of their performance.
* Ensuring compliance with all relevant aspects of employment law including employment protection, equal pay, minimum wage, Working Time Directive or discrimination on the grounds of sex, race or disability.
* To be aware that the Association actively encourages a high level of involvement from residents in the management of their homes and the services provided, to assist residents to become involved whenever possible, and in particular to liaise with the Head of Housing on resident involvement in maintenance.
* Overall responsibility for the management of the Lodge office, service contracts and equipment.

**Buildings& Grounds**

* Maintenance of the Association’s buildings and grounds including the preparation of maintenance schedules, audits and the keeping of records.
* To be proactive in following and updating the Association’s maintenance policies and procedures.
* Maintenance and efficiency of the installations and plant for electric and gas supply, heating, domestic hot water.
* To conduct regular property audits.
* Drawing up outline specifications for new buildings, obtaining tenders, planning permission, liaison with architects and builders.
* Formulating, monitoring and implementing the Associations policy to comply with the requirements of health and safety legislation.  Carry out risk assessments where appropriate and monitor all departments to ensure that they are carrying out risk assessments. Take professional advice as required.
* To be responsible for implementing the Associations tender and procurement procedures for larger projects and ensuring these followed.
  + To ensure that all legal requirements relating to maintenance (and Health & Safety) are met.
  + To manage and procure value for money contracts with providers of routine maintenance and Health & Safety requirements, developing a system to ensure these contracts are fulfilled and remedial works completed.
  + To manage and administer the Association's planned maintenance programs including appointing and liaising with consultants, employing and supervising contractors, and managing the planned maintenance reserve.
  + To conduct Section 20 consultations with leasehold residents when major works are proposed, and in particular liaise with Head of Housing on resident involvement and Head of Finance around reserve funds and reconciliation.
  + To liaise with Association’s project managers, other development consultants and contractors and attend regular project meetings with the Chief Executive, providing such information and assistance as is require.
  + To keep the Chief Executive fully informed on every aspect of the development or project works and report any areas of concern or risk.
  + To maintain detailed accurate project records.
* To supervise the work of the Maintenance Officer, Gardeners and Caretaking staff.

**Health & Safety**

* To Act as the Associations Health & Safety Co-ordinator and Fire Officer, to be aware of current Health and Safety legislation and ensure that all legal requirements are met.
  + Plan, instigate and maintain records of fire practices and alarm tests.
  + Plan, instigate and maintain records of Health & Safety maintenance checks such as water monitoring, asbestos review and electrical compliance.
  + Ensure the Associations health & safety policy statement is clearly communicated and available to all.
  + Ensure the health & safety policy is implemented at all times, put into practice and is subject to review and assessment at regular intervals or as situations change.
  + Enable regular consultation with staff and residents on health and safety issues.
  + Ensure systems are in place to enable the identification of hazards and risk assessments.
  + Ensure systems are in place for effective monitoring, measuring and reporting of health and safety issues to the Senior Team, Board Members and where appropriate the Health & Safety Executive.
* To undertake any other duties in line with the overall aim of the job as required by the Chief Executive.

**TERMS AND CONDITIONS OF EMPLOYMENT-** A separate contract gives full details

**Competency Framework**

The competence framework sets out skills, knowledge and behaviours in four main competence areas, providing a means to assess performance of the above duties and responsibilities.

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| Competence | Description | Behaviours |
| Communicating effectively, internally and externally | Engaging in written and oral communication that is clear, transparent, and responsive to the needs, experience and understanding of diverse audiences. | Communicate using appropriate styles, methods and timing to maximise understanding, impact and inclusiveness.  Actively seek information from others to understand their needs and encourage them to access relevant information that will help them use services more effectively. |
| Working as a team | Working effectively with colleagues and using the diversity of the team to create a working environment which helps to achieve optimum performance and success. | Proactively contribute to the work of the whole team.  Actively seek input from a diverse range of people.  Be open to taking on different roles |
| Developing skills and knowledge | Keeping up to date with new processes and information in our individual role, seeking opportunities to develop, and taking responsibility for own individual personal development | Identify own skills and knowledge gaps to inform own development and discuss these with line manager  Recognise and take time to achieve own learning and development objectives. |
| Delivering effective performance | Delivering timely performance with energy, taking responsibility and accountability for quality outcomes, and dealing with challenges in a responsive and constructive way | Focus on providing the right solution and keep relevant parties up to date on progress.  Take responsibility for the quality of own work and keep line manager informed of how work is progressing.  Take ownership of problems, remaining positive and focused on achieving outcomes despite setbacks. |