

PROVIDENCE ROW HOUSING ASSOCIATION

Job Description

Job Title:	Maintenance Manager
Department :	Property Services
Reporting To:	Head of Property Services
Direct Reports	Senior Property Services Administrators
Out of Hours	To provide an out of hours on call service on occasion as requested & required.
Job Purpose	<p>To ensure the responsive repairs services and servicing programmes runs efficiently and effectively.</p> <p>To ensure effective communication with residents and across other PRHA departments</p> <p>To contract, administer and oversee the standards of work by contractors and operatives, to project manage programmes and ensure budget controls and monitoring</p> <p>To coordinate the work of the team to ensure high levels of satisfaction</p>

Main duties

1. To ensure the team provides a responsive repairs service and servicing programme that is cost effective, of a high standard and provides high levels of satisfaction.
2. To ensure the accurate diagnosis of repairs and prompt allocation of operatives/contractors. To follow up with residents and making good where required.
3. To manage and supervise contracts for statutory compliance of servicing programmes such as gas, electric, water hygiene, asbestos, fire and others.
4. To undertake fire door inspections and ensure with HoPS all FRA actions are completed within timescales. To coordinate reports and update data bases.
5. To inspect and report on PRHA properties and completed works, managing contractors, costs, timing and producing specifications (where needed) in line with the schedule of rates.

6. To deal promptly and in a timely manner with all Environmental Health, fire notices or complaints from statutory authorities in liaison with the Head of Property Services.
7. To deal promptly with resident and tenant insurance claims to lead on coordinating property actions and reports.
8. To ensure effective communication with all internal and external stakeholders – including contractors, service managers, residents and external inspectors/auditors.
9. To contribute to the resolution of residents' concerns, complaints and enquiries in liaison with the Senior Property Services Administrator to ensure effective communication, resolution and customer satisfaction.
10. To ensure that comprehensive records are kept of all works and inspections.
11. To represent the Association at contractor meetings, stakeholder meetings and resident meetings as required.
12. To manage all building insurance claims and liaise with and take advice from PRHA's insurance provider when required.
13. To lead on property related emergency situations to ensure swift and appropriate resolution. To conduct fire/flood impact damage inspections as required, complete insurance reports, specify works – liaise with the Head of Property Services to identify trends/underlying causes.
14. To provide out of hours cover on an ad hoc basis and attend, when required, meetings outside of normal working hours with stakeholder groups and individuals.
15. Lead on all void repairs with the assistance of Estate Coordinator for cleaning as required.
16. To provide cover for the Senior Property Services Administrator as required.
17. Any other duties as required from time to time to ensure the provision of good quality, compliant services and on occasions may require working late or outside of usual working hours where time off in lieu will be available.

Health and Safety:

The post holder must comply with the Association's Health and Safety and Fire Safety Policies and to take such steps as are reasonably practicable for your own health and safety and that of your colleagues at work and those affected by your work. You must comply with your safety responsibilities and must cooperate with management in all respects for the full implementation of the Health and Safety/Fire Safety Policy.

Person Specification: Maintenance Manager

Requirements	Essential
Experience (3-5 years +)	1) Extensive experience in residential property maintenance at a senior level 2) Experience of managing the work of contractors and consultants
Knowledge	3) Legal and Regulatory framework for Building construction and maintenance including fire safety & health and safety.
Skills and Abilities	4) Sound judgement and problem solving skills in relation to property matters 5) Negotiation skills 6) Good interpersonal skills including: clear & effective communication, diplomacy, confidentiality and careful listening. 7) Ability to write clear and concise specifications & property reports recommending a course of action. 8) Ability to use Microsoft office – in particular Outlook, Excel, Word to an intermediate level 9) Able to work independently whilst maintaining accountability and effective communications. 10)Willing to work flexibly in order to meet deadlines 11)Well organised, copes well under pressure, takes ownership, proactive, solution focused 12) Ability to set and manage budgets – to schedule works in accordance with financial parameters. 13) Ability to understand and administer term building maintenance contracts and understand schedule of rates
Other	14) Willing to provide out of hours on call support when necessary. 15)Willing to undertake a DBS check
Personal Qualities	16) Ability to demonstrate an understanding of, and commitment to equal opportunities and Health and Safety in all aspects of the Association's work.