



## Job Description Maintenance Manager (Neighbourhoods)

RESPONSIBLE TO: Head of Repairs

DIRECTLY RESPONSIBLE FOR: Estate Team Leader, Voids Team Leader & Void Inspector

TEAM RESPONSIBLE FOR: 20 Colleagues

BUDGET ACCOUNTABILITY: Circa £2,400,000

**JOB PURPOSE:** This role will lead a seamless, proactive, and tenant-focused Estate & Voids service for the homes and green spaces managed by Peaks & Plains Housing Trust (PPHT).

We are aiming for PPHT to become recognised as a great landlord, and that the In House Maintenance Team deliver the best services in the country. This role will be pivotal to meeting these shared ambitions in regard to our neighbourhoods.

The post holder will lead on the strategic direction of the Voids & Estates services in order to deliver a cost effective solution on behalf of PPHT.

### 'WHAT' – you do!

- To lead with tenants, colleagues, managers, external contractors and suppliers for PPHT to ensure the delivery of repairs to empty properties is effectively delivered to the required targets.
- To lead with tenants, colleagues, managers, external contractors and suppliers for PPHT to ensure that neighbourhood appeal and groundsmaintenance to greenspaces is effectively delivered to the required targets.
- Develop and manage daily processes such as raising repairs, diary planning, daily run sheets, task dispatch, appointments management, complaints handling and materials ordering and payments.
- Manage budgets effectively ensuring ordering and payment of materials for the delivery of the service is maintained
- Responsible for the performance of the inhouse teams ensuring KPI are achieved and exceeded.
- Lead in the response to residents' queries, complaints and compliments - remaining courteous, professional and cooperative at all times.
- Manage and review the operational risk registers across the Estates and Voids service ensuring controls are sufficient to meet the Trusts risk appetite.
- Support in the set up and roll out of new Information Systems to support the delivery of the services for PPHT.



- To lead on training all colleagues within the service in the use of CRM, Capita, DRS, Open Contractor, Total mobile and other relevant software.
- Take overall responsibility for the health and safety activities applicable to the post and ensure that relevant Task Specific Risk Assessments are available for tasks such as Work at Height, Electrical, COSHH and Manual Handling.
- To manage and support all roles within the services associated with the use of CRM, Capita, DRS, Open Contractor and Total mobile.
- To Manage the performance and outputs of the Estates & Voids Team Leaders and void Inspector ensuring the delivery of an excellent service to the tenants of PPHT.
- To develop systems and refine work processes within the limitations of the software and identify best practice and facilitate implementation.
- To lead on the development of reports and procedures in order to facilitate service delivery.
- Participate in business development activity for PPHT.
- Validate data to be used within CRM and associated software.
- To represent PPHT as required to a wide range of external organisations and audiences.
- To initiate and participate in continuous personal development planning activities.
- Provide effective leadership, support and motivation to staff.
- Ensure all staff are recruited, trained, managed appraised and developed in accordance with internal and statutory procedures in an effective and sensitive manner.
- Promote and represent PPHT at all levels throughout the organisation and to external bodies.
- To assist with the investigation and responses to complaints, MP/councillor enquiries and insurance claims

### **‘HOW’ – you do it!**

We deliver the above by displaying the following example Values:

- Treating everyone with respect, being courteous and sincere.
- Helping colleagues to deal with and complete difficult situations so we all do a great job.
- Taking responsibility, making decisions and having a positive attitude and approach to work.
- Meet promises given to customers to deliver high performance.
- Actively listen to customers in order to manage their expectations effectively.
- Put forward ideas where you can see a positive improvement can be made.

***No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.***



## Person Specification

ESSENTIAL/DESIRABLE		ASSESSMENT
<b>Behaviour - HOW</b>		
Transparent with your colleagues and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
<b>Qualifications</b>		
Degree level qualification	D	I/C
Professional or management qualification	E	I/C
Building Trades qualification e.g. City & Guilds Adv / NQV Level III	D	A/C
<b>Experience - WHAT</b>		
Significant experience of managing Direct Labour Teams	E	I
Significant knowledge of Health & Safety legislation	E	I/A
Proven skills in managing budgets exceeding £1m and ability demonstrate logical commercial financial acumen	E	I/A/S
Guiding strategic action through others to deliver results	E	I/A
Extensive experience in developing policies, procedures and performance management	E	I/A/S
Problem solving & making sound decisions whilst using good judgment	E	I
Experience of Social Housing landscape and current challenges	E	I
Effectively managing Customer expectations	E	I/A/S
Stakeholder/Contractor Management	E	I
Extensive knowledge of Capita, Total mobile & DRS technologies	D	I
Ability to scrutinise and challenge with confidence	E	I/S
Ability to analyse information and produce reports	E	S
Having COURAGE to use (good) judgement, take calculated risks, stand up for what you believe is right and do the right thing by the business.	E	I
Full Driving License	E	A/C
Strong and decisive leadership that is resilient, confident and resourceful	E	I/A

### METHOD OF ASSESSMENT

- A Application form
- I Interview
- S Skills Test
- C Production of Certificates