

Head of Maintenance

Recruitment

Pack



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Welcome and Introduction

Dear Applicant

I am delighted that you are interested in applying for the position of Head of Maintenance. We are an independent, financially secure charitable organisation operating nationally and I am looking forward to recruiting a new colleague to be part of the team at an exciting point in our history.

As a charitable society under the Co-operative and Community Benefit Societies Act 2014 (number 29475R) and registered with The Social Housing Regulator (number 4745), Reside is a leading provider of accommodation for those with support needs, operating throughout the UK.

Since its inception in 2002, Reside's motivation has always been to assist and promote independence in the community for adults with a disability, especially those with learning disabilities, enduring mental health problems and/or acquired brain injury.

Reside's primary purpose is to provide good quality housing for its tenants. Individualised support is provided by care and support providers through the tenant's personal contractual agreements. This complimentary approach is designed to promote choice and enhance independent living, whilst at the same time protecting the rights and welfare of our tenants. To achieve these objectives, Reside partners, consults and contracts with many local authorities, local and national care and support providers, tenants, their families and brokers. Our wide ranging experience places us at the forefront in the provision of housing with support.

Reside provides everyday homes within the community, regardless of the support a group or individual may require, with an emphasis on creating safe and homely environments. Reside has experienced growth over the past couple of years and currently proudly operates approximately 360 properties located throughout the UK, housing over 1450 tenants. We offer a range of accommodation including bungalows, flats, bedsits and shared houses. The vast majority of the properties are acquired on a leasehold basis, but there is a small, but growing, portfolio of properties that have been purchased. Our repairing and maintenance responsibilities are varied according to the specific partnership arrangements with local authorities and support providers and this impacts on how we manage repairs and maintenance, so you will need to be able to work with this complexity.

Current Position

Reside is growing at an impressive trajectory and having exceeded the 1,000 accommodation unit threshold of the Homes and Communities Agency in 2016, the organisation has an enviable financial position and ambitious plans for the future as a large social housing provider.

As part of Reside's drive to contribute to the future of the supported housing sector and raise its profile as a leading organisation, we intend to continue to grow the number of business partnerships with local authorities, commissioners of services, care and support providers, charities, families and advocacy organisations.

Reside strives to achieve excellence and you would be joining Reside in a time of transition, it is therefore a very exciting time to join. Reside is transitioning from a small organically growing organisation to one which is seeking a more corporate approach, without losing all of the ingredients which have given it a good reputation in the sector to date.

We are seeking to add someone to the team who can bring a dynamic, thoughtful and experienced approach to leading our Maintenance Department. Someone who is tenant focused and committed to the provision of good quality housing for those with support needs. Our ideal candidate will be able to bring experience from the supported housing sector, professional and leadership competencies and a clear values base. In a small organisation you will have the ability to shape and manage the Maintenance Department.

Location

Our offices are in Hampton Wick, Kingston. There is limited parking available but the offices are within a very short walking distance from Hampton Wick main line rail station. We need someone who can work with the team based at Hampton Wick but willing to travel extensively as required.

We look forward to hearing from you.

Kind regards

Gavin Rendall

Director of Housing Operations

Job Description

JOB TITLE	Head of Maintenance
RESPONSIBLE TO	Director of Housing Operations
RESPONSIBLE FOR	Facilities Administrators (x3) Building Surveyor Maintenance Operatives (x6) (Structure currently under review – the successful applicant will be able to shape its development)
PLACE OF WORK	Head Office in Hampton Wick, London/Nationwide Travel across sites
HOURS OF WORK	Full time @ 37.5 hours per week or Part-time considered @ no less than 4 days a week. 25 days holiday per year plus bank holidays
SALARY	c£45k, contributory pension, PMI

Job Summary

The Head of Maintenance will be responsible through the Director of Housing Operations to the Board of Management for all aspects of development and property maintenance functions, and to supervise the activities of a staff team to deliver a high quality repairs and maintenance service, which is responsive to our tenants needs.

Key Tasks, Duties and Accountabilities of the Post

- To lead a high performing, customer focused contact centre/repairs desk
- To ensure that the Reside's responsive maintenance service performs within the target times established by the maintenance policy and that the service provided is customer focused, safe, effective and meets tenants' needs
- To ensure that information from property surveys is entered into the planned maintenance programme

- To implement a planned maintenance programme of work based on the information downloaded from the planned maintenance programme, and instruct the Building Surveyor on the management of the projects
- To implement a five-year rolling cyclical painting programme based on the information provided by the Building Surveyor
- To ensure value for money and quality in the implementation of the planned and cyclical programme in line with Reside's policy
- To communicate effectively to tenants the details of the next year's programme in terms of actual projects and proposed start dates
- To regularly challenge service provision to ensure it complies with best practice and use customer feedback to ensure excellence in service delivery
- To produce regular performance monitoring reports for all relevant work streams. Identify actions needed to improve performance when necessary
- To take a lead role in maintaining and increasing customer satisfaction by ensuring service standards are achieved. Regularly review the service with customers to improve the quality of service provision
- To champion technically enabled solutions to workflow and data management, seeking continuous improvement in systems management

Relationship and Contract Management

- To establish an approved list of contractors and consultants
- To maintain performance records, references and contractors' insurance, ensuring that the cover is correct and of sufficient value
- To review the approved list on an annual basis and update on information received, recommendations to be reported to the Board of Management
- To establish excellent communication and relationships with Reside's large array of partners to secure excellent and seamless customer services.

Budget and Financial Responsibilities

- To be responsible for the department's budgets, ensuring that they are monitored and controlled effectively in accordance with agreed procedures

- To be responsible for the production of accurate information from the department for the annual budget, and liaise with the, Executive Management Team and the Building Surveyor, to ensure that the budget is realistic with appropriate targets, level of activity and performance
- To act in accordance with Reside's scheme of delegation in all financial and contractual negotiations and approvals
- To undertake procurement exercises including drafting specifications and tender documentation.

• Policies and Procedures

- To be responsible for developing and implementing policies and procedures for the department, and ensure that employees work within the given guidelines
- To review policies and procedures at regular intervals and update as required ensuring that they meet the Reside's and Audit requirements.

Audit

- To be responsible for meeting any requirements highlighted through audits, within the given timescales
- To report progress to the Director of Housing Operations as agreed timescales
- To write clear and concise reports for the Business Review meetings, keeping them apprised of performance procedures and new legislation
- To attend and present reports at Business Review Meetings as required

Corporate Management

- To be a member of the Business Management Team and attend internal meetings held with the Executive Team
- To be responsible directly and through staff and agents in ensuring the Reside's Maintenance policies reflect the agreed targets and objectives within the Business Plan
- To assist the Director of Housing Operations in reviewing and updating the Reside's Operations Plan and Annual Reports

- To set annual departmental objectives and targets as produced within the Operations Plan and implement new initiatives as necessary
- To interpret existing and proposed legislation as it affects issues relevant to the department and to report to the Business Review Meeting and Executive Team on possible effects

People Management

- To provide vision and leadership to your team by managing people, performance, development and resources effectively and in line with relevant policies and procedures.
- To undertake all aspects of staff management and development including monitoring and addressing quality standards and performance issues.
- To ensure systems of management control are operating in order that work is performed efficiently, effectively and safely.
- To deliver team meetings and briefings and to attend relevant training courses when required.
- To ensure that at departmental level staff are recruited, trained and managed in accordance with internal and statutory policies and procedures, in an effective and sensitive manner and in accordance with the Equal Opportunities policy
- To appraise staff for whom directly responsible on an annual basis
- To ensure that the departmental staff are consulted, briefed and kept informed of the Reside's work and performance

General

- To act at all times in line with Reside values – being a champion of a values led culture and an ambassador for Reside
- To provide appropriate reporting system to the Director of Housing Operations
- To ensure that maximum use and development is made of the Information Technology system within the department
- To follow all policies and procedures in accordance with the role and attend Mandatory training when requested.
- To ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.

- To carry out any other duties which may be, from time to time, requested by the Executive, commensurate with the position.
- This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change following review and consultation with the Director of Housing operations.

Person Specification

		Essential	Desirable
Education and Qualifications	<p>Building related qualification – HND or above</p> <p>Membership of relevant professional body (RICS or CIOB)</p> <p>Degree level education</p>	<p>✓</p>	<p>✓</p> <p>✓</p>
Experience, Knowledge and Understanding	<p>Thorough knowledge of building maintenance and diagnostic techniques</p> <p>Experience of responsive repairs management and auditing</p> <p>Experience of managing planned works programmes</p> <p>Experience of managing direct labour maintenance team</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

	<p>Experience of working in a property/development organisation</p> <p>Experience of working for a social landlord or similar</p> <p>Experience of Board/Committee report</p> <p>Writing and presentation</p> <p>Experience of staff management</p> <p>Experience of managing maintenance budgets</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p>Technical & Professional Skills</p>	<p>Computer literate with good working knowledge of Microsoft Excel, Word and Outlook</p> <p>Use of bespoke IT systems, databases, spreadsheets.</p> <p>Self-motivated and the ability to motivate others</p> <p>Demonstrates drive and enthusiasm</p> <p>Seeks ways to continuously to improve and learn</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

	Promotes and delivers change	✓	
	Demonstrates the ability to innovate	✓	
People	Ability to, lead and motivate others towards a course of action	✓	
	Experience of working with a wide range of stakeholders	✓	
	Ability to work both independently and as part of a team	✓	
	Shows respect, consideration and sensitivity to others	✓	
	Ability to build effective working relationships both internally and externally	✓	
	Represents the organisation positively and professionally	✓	
	Shows respect and consideration to others and has the ability to work in a confidential manner	✓	
Planning	The ability to effectively gather, analyse and interpret information and data	✓	

	<p>Uses problem solving skills</p> <p>Prioritises and plans effectively with the ability to respond to change</p> <p>Promotes collaboration</p> <p>Adapts to changing circumstances</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
Customer Focus	<p>Demonstrates customer focus at the core of all activities</p> <p>Fully committed to the aims and objectives of Reside</p>	<p>✓</p> <p>✓</p>	
Equality and Diversity	<p>Ensures equality of opportunity in all activities</p> <p>Values diversity, respecting difference</p>	<p>✓</p> <p>✓</p>	
Other	<p>Able to travel throughout the area of operations with overnight stays</p> <p>Use of car for travel</p>	<p>✓</p> <p>✓</p>	

