



## JOB DESCRIPTION

**Job Title:** Maintenance and Estate Services Manager

**Grade:** PO4

**Responsible to:** Estate Director

**Responsible for:** Multi Traders (2); Senior Caretaker; Caretakers (3)

**Date Issued:**

### Job Purpose

- To deliver a high-quality customer focused repairs and maintenance service for RPRMO.
- To deliver high quality customer focused management of communal areas for RPRMO
- To lead on Health and Safety for all areas of the Roupell Park Estate.

### Principal Accountabilities and responsibilities

- To lead and manage the RPRMO Direct Labour Organisation delivering a high-quality customer focused repairs and maintenance service.
- To lead and manage the RPRMO caretaking team, and the grounds maintenance contractor, to deliver a high quality and customer focused service,
- To ensure that all service functions adhere to all relevant legislation, regulations, and good practice, ensuring compliance with standing orders, and financial regulations.
- To lead on Health and Safety relating to the management of RPRMO including compliance with gas and electrical safety regulations and fire risk assessments.
- To carry out routine inspection of estates including communal repairs, cleaning, grounds maintenance and the general tidiness ensuring the estate is safe and well maintained.
- To manage the repairs and maintenance and estate services budgets and to report variances to the ED as required.
- To lead on contract management in relation to the role.

- To assist the estate director in the procurement of external contactors relating to the role.
- Delivering against KPI's set by the Board.
- To pre inspect works as required, including voids and rechargeable works and prepare specifications of works.
- To conduct quality assurance visits in line with the organisation's standing orders and financing regulations
- To inspect /validate Landlord consent inspections for RPRMO Residents.
- With the Housing Officer the enforcement of lease and tenancy terms and conditions in relation to repairs.
- The Management of direct reports.
- To represent RPRMO at meetings as required.
- To identify the capital investment needs of the estate and work with the Estate Director to refer them to the Council for implementation.
- Where appropriate to collaborate with contractors and Lambeth Council officers during the delivery of any capital investment programmes.
- To resolve customer enquiries and complaints promptly.
- Understanding of data protection legislation and guidance and a commitment to confidentiality
- To attend evening meetings as required
- To demonstrate a genuine understanding and commitment to equality and diversity.
- To undertake any other duties requested by the Estate Director.

## **PERSON SPECIFICATION**

**Post Title: Maintenance Manager**

**Grade:**

| <b>Essential</b>   | <b>Desirable</b>  |
|--|---|
| <ul style="list-style-type: none"><li>• Excellent Numeracy and Literacy</li></ul>  | <ul style="list-style-type: none"><li>• A qualification in surveying or property maintenance related subject.</li></ul>   |
| <b>Experience</b>  |   |
| <ul style="list-style-type: none"><li>• Extensive experience in property services and surveying role within a housing or related organisation.</li><li>• Management of a high performing customer focused housing maintenance service.</li><li>• Policy and procedural review and implementation.</li><li>• Preparing and presenting committee reports.</li><li>• Managing budgets and delivering value for money services.</li><li>• Working in partnership and influencing a range of other agencies.</li><li>• Contract management.</li></ul> | <ul style="list-style-type: none"><li>• Staff management</li><li>• Knowledge of delivering a service for a TMO</li><li>• Procurement of new contracts</li></ul> |
| <b>Knowledge</b>   |   |
| <ul style="list-style-type: none"><li>• Property and Housing Legislation and good practice.</li><li>• Health and Safety legislation and its application.</li><li>• Ability to diagnose complex repair and maintenance issues.</li><li>• Working under pressure and on own initiative and take personal ownership for delivering the service.</li><li>• Proficient in the use of Housing Management systems as well as</li></ul>  |   |

| <b>Essential</b>  | <b>Desirable</b> |
|---|------------------|
| <p>Microsoft Office products and an understanding of the role of IT in delivering an excellent service.</p> <ul style="list-style-type: none"><li>• Skilled communicator.</li><li>• Demonstrate a commitment to diversity and equality.</li></ul> |                  |
| <ul style="list-style-type: none"><li>• Ability to attend evening and weekend meetings as required.</li><li>• Ability to attend and deal with out of hours emergency repairs on the estate.</li></ul>   |                  |