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| **Job Title:** Head of Maintenance | **Service:** Properties |
| **Team: Properties** | **Grade:** Spot Salary |
| **Responsible to:**  Director of Property |  |

**Overall Purpose of Job**

Lead on the development and effective management of Ongo’s operational maintenance services (repairs and empty homes). Delivering customer focussed services, ensuring compliance with current legislation, regulations and health, safety and environmental standards are met.

**Main Responsibilities**

* To develop and implement strategic priorities and plans for the maintenance service areas with a focus on continuous improvement and value for money.
* Actively contribute to the development and delivery of strategies and policies, and contribute to the strategic direction of the organisation, providing support and direction to relevant project groups and the wider Senior Leadership Team
* As a member of the Heads of Service Team, joint responsibility for developing the operational plan for the business and oversight of the delivery of that plan.
* To provide motivational leadership and support to line managers and their teams, ensuring clarity of direction, effective communication and development of personal potential.
* To keep up to date with changes in legislation and national policy in respect of Repairs & Empty Homes functions and to contribute to regular review of policy and targets to reflect best practice and enable the service to achieve its objectives.
* Lead consultation with tenants and other customers which enables them to shape the delivery of the maintenance services function as well as highlighting where the team can best provide their services to enhance the neighbourhoods they live in.
* To be responsible for the day-to-day management and control of the maintenance service and its related functions ensuring that all aspects such as responsive and planned, cyclical, empty homes, & out of hours service are delivered to a high standard.
* Overseeing the delivery of special adaptations which meets the requirements of our disabled tenants.
* Developing innovative ways of improving the quality of our housing stock, including the options for delivering affordable warmth for our tenants, introduction of new technology etc.
* Develop policies, procedures and initiatives in relation to maintenance services and contribute to wider company policies, plans and strategies.
* Ensure that the activities of the Maintenance Service meet the organisational requirements regarding H&S, legislative, environmental and general duties of care.
* Where necessary, to ensure that plans & resources are in place to carry out the required building compliance and ensuring that all relevant data & information is monitored and recorded as required.
* Promote organisational performance management, customer service excellence, continuous improvements and effective communications.
* To take a strategic lead on maintenance-related complaints, ensuring continuous improvement and leading on the resolution of Stage 2 complaints as appropriate
* To create and oversee a data-driven culture in the maintenance service areas, one underpinned by customer feedback
* Effective management of contractors and other service providers to deliver cost effective and quality services in line with our requirements.
* To represent Ongo externally, as appropriate

**Creativity & Innovation**

* To continuously monitor performance levels and service levels and develop plans and strategies that ensures improvement of services
* To develop & implement new systems, procedures and policies across the service area.
* The ability to solve complex problems through appropriate solutions whilst ensuring policies are adopted consistently.
* To implement systems, policies and procedures that enable the delivery of a modern, customer focused service area.
* To set strategic priorities across various budget headings and ensure resources are fully utilised to achieve Ongo objectives.
* To provide guidance and resources for service areas to operate in a commercial manner
* Explore and implement innovative solutions for service delivery.

**Contacts & Relationships**

* Daily contact with the Director of Property.
* Tenants, Board members, MP’s, CEO & Directors and other senior managers of Ongo to provide information, answer queries, provide reports and give appropriate advice.
* Daily contact with management team within the Properties Directorate.
* Colleagues in other directorates and persons from Commercial entities and other outside agencies, to provide advice, support and problem solving across areas.
* Contractors & Suppliers- in relation to procured services and contract monitoring & management.
* Frequent contact with the Finance team to discuss and formulate budget and financial profiles across the service area.
* Contact with tenants specifically involved in or affected by regeneration or environmental projects.

**Decision Making – Discretion**

* Financial and commercial awareness and the ability to analyse complex information with clarity.
* High level of skill in strategic and analytical thinking; ability to make critical decisions.
* Able to anticipate, interpret and develop responses to relevant national, international and local issues.
* Project and risk management skills.
* The postholder will make decisions on complex matters relating to individual issues and properties & neighbourhoods generally. Decisions will also be made in relation to the supervision, management, training and development of staff in the service area.
* To decide most effective procurement solutions and ensuring it meets regulations set out.
* Contribute to the Senior Management Team to affect the effectiveness of the organisation’s operations.

**Decision Making – Consequences**

* The safety of the tenants and residents living in our approx. 11,000 homes.
* Reputational risk to the organisation in the event of things going wrong.
* The financial stability of Ongo may be at risk if exposed to serious events or poor maintenance data.
* Exposure to prosecution (Health & Safety Executive, Environment Agency).
* Inefficient service delivery could lead to poor service, this could affect performance results, value for money and RSH regulatory compliance.
* The failure to bring empty properties back into service could lead to a reduction in rental revenue affecting the income for the organisation.
* Decisions relating to resource allocation and availability could lead to an inefficient service that doesn’t meet the needs of the tenants and other customers.
* In relation to meeting the organisational plans for properties in relation to net zero expectations

**Responsibility for Resources**

* Responsible for staff members carrying out a range of tasks, including mobile front facing staff members.
* Direct responsibility for works carried out by the maintenance team to approx. 11,000 properties.
* Responsibility for setting, managing & monitoring all service budgets across two key service areas.
* Budget responsibilities.
* Directly responsible for the engagement of sub-contractors across all the related service areas.
* Maintenance to other assets such has garages, shops and office buildings.
* Responsible for ensuring that all activities carried out by staff members or sub-contractors are carried in full compliance of the regulations set out.
* Responsible for the safety of tenants, residents and other members of the public when work is being carried out in our neighbourhoods and properties and buildings.
* Responsible for a range of vehicles used by the teams, including the procurement and H&S processes in relation to vehicle usage.

**Work Demands**

* Capability to deal with a heavy workload of computer data and ongoing personal enquiries.
* The postholder must be flexible and capable of adapting to an ever-changing environment, whilst also ensuring deadlines are met.
* Setting own priorities.
* Setting & prioritising the workloads of staff within the service area.
* Working to deadlines, plans and strategies.
* Working within the financial & procurement frameworks as required.
* Achieving performance and cost targets for the service area.
* The provision of a VfM service.

**Physical Demands**

* Those associated with normal office duties.
* Travelling throughout the district to visit properties, tenants and attend meetings.
* Travelling outside the district to other organisations, attend conferences and meetings.
* Visiting tenanted & empty properties on a regular basis.

**Working Conditions**

* Majority of work carried out in either an office environment or through home working
* Visiting tenants in their homes and on estates.
* Attending board and public meetings.

**Work Context**

* Occasionally will come across difficult tenants or customers in potentially difficult situations.
* Could have to deal with aggressive and abusive people.
* May have to deal with challenging situations in public and tenants’ meetings.

**Knowledge, Skill & Experience Required**

* Degree level or equivalent experience in construction or building related subject.
* Holds or is willing to work towards a level 5 housing qualification.
* Evidence of continually developing professional knowledge.
* Experience of working at a senior management level.
* Health & Safety experience.
* An understanding of compliance in relation to Asbestos, Fire, Gas, Water, Lift & Electrical safety.
* Excellent knowledge of Building Safety requirements.
* Experience of procurement regulations and processes.
* Knowledge of net zero requirements regarding properties.
* Good commercial/entrepreneurial experience.
* Experience of providing a customer-based service.
* Knowledge of social housing and understanding of public sector issues and sensitivities.
* Well-developed understanding of the dynamics of business and financial management within a complex organisation.
* IT Literate with thorough understanding of IT and how effective IT systems can support the efficiency of organisations.
* Up to date knowledge of legislative frameworks and key issues relevant to the post.
* Motivational leadership skills that inspire staff and staff to work effectively both individually and as a team in a changing environment.
* A confident and effective decision maker.
* Able to demonstrate high standards of personal resilience and integrity.
* Able to work under pressure and public scrutiny and deliver results to tight deadlines.
* Committed to continuous development of own skills and knowledge.
* Able to be flexible in approach to working hours.
* A strong commitment to high quality customer service.

**Health & Safety**

Manager/Director *–* To be aware of risks to personal safety, other employees, customers, company property and company reputation and to promote a culture of risk mitigation in the planning and execution of all tasks.

**Environment and Sustainability**

* To ensure the environment and sustainability policies are understood by the post holder.
* To promote the importance of considering the environment and sustainability in the role.
* To treat the environment with respect and commit to ensuring all services/activities that are provided in this role have taken the impact on the environment into consideration / action plans.

**Risk Management**

To have an understanding of the organisations risk management process. To be able to identify, analyse and evaluate risks that may affect the achievement of service and organisational objectives. To manage and respond to risks appropriately.

**Equality & Diversity**

* To promote equality and diversity amongst our stakeholders, residents, customers, clients, staff, board and committee members and all those we work with.
* To ensure all customers’ needs are understood and all services that are provided meet individual needs, including in relation to the protected characteristics and customers with additional support needs.
* To treat everyone with dignity and respect at all times.

**Position in Organisation**

*How many staff is the employee responsible for?* ***Approx 82***

*Is the responsibility shared with another post?* ***No***

**Organisation Chart**

See attached.