**Role Profile**

**ROLE TITLE: National Property Maintenance Manager**

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| **REPORTS TO:** Head of Property and Asset Management | **ROLE BAND:** 12  |
| **DIRECTORATE:** Housing | **NO OF DIRECT REPORTS:** 6 |
| **DBS REQUIRED:** Yes (if required to work on Bail Accommodation Support Service contract) | **LEVEL OF DBS:** Basic |
| **QUALICATIONS REQUIRED:** HND in construction management or equivalent experience.  |

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| **PRIMARY PURPOSE OF THE ROLE:** |
| The national maintenance manager is responsible for the property repairs, maintenance, and stock condition function for all of Nacro’s residential and commercial buildings, ensuring properties are maintained to a high standard, are compliant with relevant statutory and regulatory standards, voids due to repairs are kept to a minimum and liabilities are minimised achieving best value returns for the organisation. |

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| **KEY RESPONSIBILITES:** |
| * Responsibility for the property repair, maintenance and compliance strategy and function, including responsive repairs, cyclical repairs, and planned maintenance programmes.
* Ensure that value for money is obtained in the repairs service through effective procurement, negotiation, monitoring and communication with contractors, operational staff, and all other relevant stakeholders.
* Ensure there are adequate, competent contractors available who meet or are working towards the Constructionline Gold Standard to carry out Nacro’s maintenance responsibilities across all services and geographies.
* To lead on major repairs, improvements and alteration works to premises ensuring that all relevant permissions are obtained, work is adequately scoped, tenders evaluated and work complies with current building regulations, planning requirements, landlord restrictions and, where applicable, Construction Design and Management (CDM) regulations.
* Ensure accurate and robust specifications are produced for higher value or complex repairs and that responses from contractors are adequately scrutinised and assessed.
* Ensure that a programme of post inspections for repairs is implemented and effectively monitored to ensure repairs are completed to a satisfactory standard to enable contractors to be held to account for inadequate or poor performance.
* To develop and implement Nacro’s planned and cyclical maintenance programmes.
* Provide project management and oversight of high value works carried out by Nacro’s contractors.
* Ensure newly acquired commercial, and where appropriate, residential properties are sourced to an acceptable standard with programmes of work specified, tendered and oversight provided, ensuring works are completed to a good standard and on target and budget.
* To ensure dilapidation inspection and negotiations with property landlords/agents are undertaken to minimise Nacro’s liabilities when properties are required to be handed back.
* Ensure the condition, of owned, leased, and managed stock is periodically inspected and plans drawn up to ensure the highest standard to accommodation.
* Provide technical support to the property team and the wider Nacro business.
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| **PEOPLE MANAGEMENT** |
| * Lead team by example by upholding Nacro’s values and behaviours and translating those into everyday activity. Be prepared to make difficult decisions and support direct reports to make difficult decisions.
* Own and set direction for a team/direct reports to deliver the organisational and local priorities and ensure that this is replicated through your management chain.
* Take responsibility for the communication of organisational and local messages through regular and effective team meetings and ensure that this is cascaded through your line.
* Set clear objectives and performance targets for each direct report using the appraisal process and monitor through regular one to ones and ensure that your direct reports do the same.
* Work collaboratively across Nacro and with external stakeholders ensuring that you and your team provide a good service.
* Challenge direct reports to continually consider better ways of delivering outcomes for their service users/learners.
* Provide development and support to your direct reports and your wider team to ensure their effectiveness and wellbeing.
* Take responsibility for all aspects of people management including managing the recruitment, attendance, conduct and performance of direct reports using the appropriate policies and procedures. Ensure that your direct reports also deliver effective people management.
* Recognise and reward positive behaviours and contributions from direct reports and the wider team consistently and encourage innovation.
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| **PROFESSIONAL & TECHNICAL EXPERTISE** |
| * Excellent knowledge of industry best practice with regard to property maintenance service procurement and management, surveying and associated activities.
* Excellent knowledge of building construction and maintenance, including

relevant legislation and regulations (e.g. building control and planning regulations, Decent Homes Standards etc.). * Excellent knowledge of health and safety and environmental legislation and regulations, including those relating to gas, electrical and fire safety, asbestos and legionella, and how these are applied across a dispersed property and service delivery portfolio.
* In-depth knowledge of the Construction Design Management regulations and how to apply these within the management of a property portfolio.
* Relevant professional qualification in a building related subject.
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| **ORGANISATIONAL PERFORMANCE AND COMPLIANCE** |
| * Ensure that initial and regular assessments of the potential or actual service user, including any risks, of his/her needs and requirements in respect of the service, to determine eligibility for the service taking necessary action where required are delivered by direct reports.
* Ensure that all the required health & safety checks are undertaken in person or by direct reports, taking any necessary remedial action.
* Set team performance targets as agreed with your manager and ensure that they are delivered by effectively managing resources, including working within income and budget targets.
* Contribute to identifying and developing bids for new and existing business working with the Business Development Team.
* Ensure that you and your team maintain up to date records via relevant and appropriate systems within specified timeframes and produce reports as required.
* Positively promote and represent Nacro at all times, building strong relationships with colleagues to work as part of an integrated team focused on meeting the needs of services users/learners.
* Adhere to Nacro’s Safeguarding and data policies and procedures at all times and comply with legislation and statutory duties and data controls protocols and ensure that your team understand and deliver their responsibilities.
* Promote and carry out all responsibilities with full regard to Nacro’s Equality and Diversity Policy and ensure that your team do the same.

**Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.** |

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| **Line Manager/Head of Dept:** | P. Phillips |
| **HR Business Partner:** | C. McIntyre  |
| **Date:** | 1st June 2020 |
| **Profile review date:** | 25th September 2020 |