

Job Description: Maintenance Manager

Responsible to: Head of Property Maintenance

Responsible for: Maintenance Surveyors (team x4)

General Purpose: To ensure the delivery of an effective & efficient maintenance service (including responsive repairs, voids, adaptations) to residents on budget, within agreed timescales and agreed performance levels.

Key Area	Description	Performance standards are satisfactory when:
1. Team Management	<ul style="list-style-type: none"> • To be responsible on a day to day basis for the control & supervision of staff, including technical & administrative functions. • Ensure in-house training & support is given to staff. • To assist in recruitment where appropriate • To appraise staff as required • To ensure staff performance is achieved in line with agreed targets 	Agreed indicators are reached
2. Customer Satisfaction & Participation	<ul style="list-style-type: none"> • To ensure resident participation is considered in all aspects of service delivery. • To ensure that the repairs service is accountable to residents, with the provision of relevant data and performance measures. 	Core resident satisfaction KPIs are met

	<ul style="list-style-type: none"> • To ensure the delivery of a VFM service for residents. • To provide residents with an informed view on the regulatory framework governing the provision of a repairs service, with particular emphasis on health & safety. 	
3. Area Management Team Responsibilities	<ul style="list-style-type: none"> • To ensure the effective delivery of a responsive maintenance service. • To ensure the effective delivery of void properties in line with Group requirements. • To ensure the effective provision of adaptations where necessary in line with Group requirements. • To ensure the provision of maintenance information & data as required in line with Group requirements. • To work with colleagues to provide an effective & efficient maintenance service. 	Top quartile performance is achieved and sustained.
4. Financial Management	<ul style="list-style-type: none"> • To be accountable and responsible, (along with peer managers) for an effective and efficient budget operation. • To maximise the opportunities for increasing budgetary efficiencies. 	Achieved audit approval for budgetary management.

	<ul style="list-style-type: none"> • To provide financial analysis to colleagues & residents as required. • To assist in the preparation of annual business plans. • To act in accordance with Group financial policies & procedures when required. 	
5. Continuous Improvement	<ul style="list-style-type: none"> • To support the process of service reviews/improvement plans as required. • To “champion” service improvements as required. • To contribute to the business plans of the Maintenance Service. 	KLOE assessments & improvement plans are delivered in a SMART manner.
6. Corporate Responsibility	<ul style="list-style-type: none"> • To contribute to the delivery of the Group’s “Golden Threads”. 	Achieved SMT approval.