

Role Profile – Manningham Housing Association

Head of Property Services

Responsible to:	Director of Operations
Responsible for:	Senior Maintenance Surveyor Compliance Team
Budget responsibility:	The post holder will have overall responsibility for the repairs, maintenance, and health & Safety budgets.

Job Purpose

To effectively manage the repairs and maintenance service, ensuring that customers receive a high-quality, cost-effective service.

To ensure MHA is meeting its responsibility for all Health and Safety at Work and property management compliance.

Key Deliverable and Outcomes

1. To provide motivational leadership and support to staff, ensuring clarity of direction, effective communication, and development of personal potential.
 2. Ensure that all aspects of repairs and maintenance is well managed achieving high levels of customer satisfaction and top quartile performance within the sector. Continuously seek to develop and implement positive practice and innovative ways of working whilst guiding the service through current legislative and regulatory requirements.
 3. Lead the development of the Repairs and Maintenance annual plan with responsibility for monitoring budgets, meeting performance targets, implementing service improvement plans, related major initiatives and key milestone
 4. Support the Director of Operations/Deputy Chief Executive in the preparation of Health and Safety strategies and develop internal policy
 5. Lead the development of robust systems and procedures to help monitor and manage MHA's obligations in all aspects of health and safety compliance
 6. Preparing reports, as required, for the Executive Team and Board on property health and safety compliance
 7. Responsible for ensuring that all the services in the post holder's area of responsibility represent value for money for the Association in both cost and quality.
 8. Responsible for business planning and the development of annual service improvement plans, budget development, financial accountability, control and performance management and monitoring arrangements of the service whilst engaging and incorporating all stakeholders into the service to strategically develop a forward thinking, proactive service that delivers upon the ethos of customer excellence.
 9. Where services are externally procured, responsible for ensuring these are effectively and efficiently procured using innovative and latest practices, under required legislation and guidelines and will ensure such services are always effectively monitored and developed in line with best practice to achieve value for money.
- To develop and support strategic relationships and formal liaison processes with local authority and other stakeholders as required. To develop, negotiate and monitor service level agreements (SLA's) as required.
- 10.

11. To work with the Director of Operations/Deputy Chief Executive and other senior managers to develop, review and deliver strategies, policies and procedures that ensure the continual improvement of services.
12. Working with the Director of Operations develop all aspects of the service to achieve business growth and success through access into new markets through the development of new and innovative services whilst maintaining and improving upon internal service standards.
13. Liaise with customer representatives to understand their requirements and expectations using a range of feedback mechanisms to shape the service to reflect their requirements and expectations.
14. To perform any other duties that may be reasonably requested.
15. The post-holder's duties must always be conducted in compliance with legislative requirements such as health and safety and all the Associations policies and procedures in particular the Equality, Diversity & Inclusion Policy and any other policies designed to protect employees or service users.
16. It is the duty of the post-holder not to act in a prejudicial or discriminatory manner towards any customers or employees, including discrimination towards anyone under the nine protected characteristics under the Equality Act 2010; age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race (includes ethnic or national origins, colour or nationality), religion or belief (includes non-belief), sex (man or woman) and sexual orientation (includes lesbian, gay, bisexual or heterosexual). The post-holder should not accept any such practice or behaviour and should either challenge or report it.

Person Specification (all areas are essential unless otherwise specified)

Qualifications

Relevant professional qualification e.g. RICS or equivalent experience (Desirable)
Degree or equivalent (Desirable)
Possess a driving licence and have the use of an insured vehicle for work use
CIH minimum level 4 or willing to work towards it

Experience

Experience of Managing staff
Experience of managing a repairs and maintenance function
Demonstrable experience and in-depth knowledge of Health & Safety law applicable to repairs and maintenance
Experience of preparing and managing budgets
Experience and strong evidence of commitment to consultation with and participation of all stakeholders
Proven experience of developing services to achieve and maintain top quality performance
Experience of writing and presenting reports
Able to interpret and produce complex statistical data
An understanding and basic awareness of current housing legislation and regulation (Desirable)
Understands and can deliver a value for money operation

Practical & Intellectual Skills

High level of written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences
Ability to build and facilitate strong internal team relationships and corporate working
Able to demonstrate high standards of personal resilience and integrity
Able to work under pressure and public scrutiny and deliver results to tight deadlines

Ability to think strategically and make clear decisions on complex issues whilst being able to develop plans and programs to achieve strategic corporate objectives Diplomatic and confidential

Personal Qualities

Understanding and able to demonstrate the vision and values of Manningham HA Ability to make sound judgements on the information available

Can do attitude to work

A person with the desire to improve services and performance and make a real contribution to the running of the organisation

Energetic personality with a high degree of personal drive and integrity, but with the sensitivity to retain the support of others.

Possessing the authority, presence, and impact to engage respect from colleagues and from external contacts. Confident and effective decision maker.

Able to demonstrate high standards of personal resilience and integrity. Able to work under pressure and deliver results to tight deadlines.

Development

Willing to develop own skills and provide evidence of personal development

The Associations 'Expectation of our Leaders and Colleagues' apply to this role