

# Job Description

<b>Job title</b>	Maintenance Manager
<b>Profession</b>	Property Maintenance & Technical Assurance
<b>Band</b>	E
<b>Directorate</b>	CCO (Customer)
<b>Accountable to</b>	Operations Manager – Property Services

## Job Purpose:

The role will be responsible for delivering of pro-active property maintenance and improvement services across various workstreams which meets this vision. Champion our SNG values and work alongside colleagues to achieve our priorities and create a truly customer focussed culture.

The role will also be responsibility for maintaining high quality data within the property systems. Work with other Locality teams and related Customer functions to deliver the workstream to an agreed area and set of standards which will need collaboration and co-operation between all teams. The focus will be on teams being customer facing and able to make the right decisions at the right time to ensure customers' needs are addressed in an efficient and timely manner. Work closely with colleagues to maximise resource sharing both with other teams in your Locality and in other Localities.

The role will be delivering customer centric, high quality, value for money property maintenance and improvement workstreams. The delivery will be through a mixture of an inhouse workforce, sub-contractors, main contractors and may also use external consultants to assist. Ensure that all works are undertaken in a competent and safe manner with our customers and the centre of everything we do and ensure that SNG meets its commitments, monitors its performance and evidences its delivery relating to all its regulatory and legislative obligations. Ensure all elements will be managed and controlled within agreed budgets.

**Financial responsibility:** circa £1million per annum (accountable for budget forecasting and management across workstream with a property activity)

**People responsibility:** circa 12+ Direct reports

## Autonomy:

Within the broad direction of the Operations Manager – Property Services, the role is responsible for keeping our customer service promise, operational and financial goals, and maximising regulatory, legislative and industry best practice compliance.

## Key Accountabilities:

### Financial

- Accountable for setting appropriate targets, forecasting month on month out-turn, and engage with 'deep-dive' reviews to articulate variances and actions to be taken to mitigate variances from forecast.
- Deliver workstream to agreed performance and financial standards and targets, ensuring customer satisfaction, cost effectiveness and value for money.

- Ensure all resource services, including suppliers, are effectively deployed to maximise productivity and customer benefit.
- Devolvement of budgets to key service delivery colleagues.

### Customer / Stakeholder management

- Establish and maintain effectiveness by developing working relationships with customers and all stakeholders, ensuring integrated contribution to Sovereign Network Group's (SNG's) corporate objectives whilst observing SNG's policies, procedures, and ways of working.
- Review stakeholder management plans and engage with key stakeholders and partnering agencies.

### Operational Performance

- Lead on operational delivery of property services workstreams across your locality both residential and non-residential portfolio including but not limited to Repairs, Empty Homes, Planned and Cyclical maintenance services.
- Work collaboratively with other Locality teams and across the broader CCO teams to deliver customer targets both for your area and the wider locality targets.
- Deliver solutions to improve customer service and efficiency of delivery whilst ensuring procedures are followed and compliance and regulatory standards are met.
- Help shape and develop our approach to Customer, with a focus on a proactive data led approach.
- Ensure that our assets are maintained and improved to protect their core value and to meet the needs and expectations of current and future residents.
- Ensure a detailed local knowledge of customer, asset and investment needs is fully embedded and maintained across delivery teams.
- Collaboratively set and monitor challenging targets for your workstreams that meet agreed performance, service and financial standards ensuring customer satisfaction, cost effectiveness and value for money.
- Ensure effective practice is in place so that all services fully comply with H&S legislation, regulatory and governing requirements.
- Engage and work with residents and groups to develop co-created services as required.
- Contribute to the overall performance of SNG through active participation in the CCO directorate.
- Set and maintain high levels of safe working practices across all areas of services in line with Health and Safety legislation and CDM where appropriate.
- Responsible to deliver the right outcome for our customers in a safe and timely way.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety Remediation / Building Safety Compliance team for consideration and /or investigation.
- Deputise for the Operations Manager – Property Services where necessary.

### Leadership

- Manage the Maintenance team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.

- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Maintenance team provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.

### General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

### **Knowledge and Skills:**

#### Essential

- Experience of managing customer focused teams for the delivery of maintenance.
- Demonstratable knowledge of planning the delivery of workstreams in a customer focussed environment.
- Ability to plan, track and forecast both delivery of and expenditure against relevant budgets, to deliver a value for money service whilst taking actions to mitigate any risks.
- Ability to operate with commercial acumen.
- Able to analyse business information and formulate metrics that deliver permanent or consolidated progress.
- Ability to inspire, support and develop others to optimise their performance.
- Know how to create honest communication and inclusive relationships to ensure people are motivated and feel they own and are accountable for their work.
- Track record of meeting deadlines and working effectively with others in a complex and dynamic environment.
- Strong people skills, effective communicator with the ability to influence and challenge.

#### Desirable

- Knowledge of relevant health, safety and environmental legislation with focus on compliance within all activities undertaken by the teams.

- Ability to communicate responsibilities to data users and assure the proper use of data.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.
- Evidence of excellent customer service achievements in a delivery environment.
- Ability to validate and impact assess, to escalate data issues as required.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.

*This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.*

<b>Version</b>	<b>Job code</b>	<b>Author</b>	<b>Date created/modified</b>	<b>Effective date</b>
1.0	1422	Darren Mealings / Simon Carter	05/10/2022	
2.0	4749	Jac Jenkins / Richard Ward	05/2025	