



JOB DESCRIPTION

Job Title:	Assistant Director – Maintenance
Reports To:	Executive Director of Operations
Team:	Local Delivery Department
Directorate(s):	Operations
Grade:	SPOT
Job purpose:	Manage the delivery and improvement of the responsive repairs and maintenance service to achieve performance expectations of both the customer and the organisation.

Overview:

1. Key skills to do the job

- Sector knowledge including regulations, legal duties and health and safety issues relating to repairs and maintenance.
- Ability to develop strategy, policy and processes for responsive and re-let maintenance.
- Ability to develop, implement and monitor against performance indicators for inhouse and outsourced maintenance services.
- Detailed working knowledge of delivering a repairs and maintenance service to specified quality standards, to schedule and in budget.
- Ability to develop a customer focussed service, of doing things right first time.

Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Improving business performance by leading, motivating and developing employees.
- Ability to influence performance of frontline maintenance service through engagement of others.
- Works to exceed customer expectations.
- Preparing reports for leadership group and group boards

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You must work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- To lead performance management, budgetary control and quality control to all aspects of the responsive maintenance programme.
- To lead and develop the workforce to deliver an excellent / professional repairs service to BHA tenants.
- To oversee the Technical Specialists who cover:
 - The Cleaning and Estate Services teams, t and
 - Electrical and Gas reactive maintenance.
- To liaise with internal and external stakeholders in all aspects of the service, representing Broadland Group at site, board, panel, tenant forums, to suppliers, contractors and members of professional and technical bodies, resolving issues and managing complaints to a satisfactory conclusion.
- Ensuring compliance with regulatory standards and applicable legislation
- To assist with formulating goals and plans for the directorate, being part of the directorate and departmental management teams
- To work closely with the Health and Safety Team to ensure that safe systems of work are in place and that requirements of health and safety legislation are met
- To work in partnership with the Assistant Director (Housing) to develop a cohesive approach to local delivery across repairs and housing specialisms.
- To work closely with the Assistant Director (Asset) to support and complement the cyclical and planned maintenance programmes.
- Effective management of existing and potential risks and relevant action to take, with contribution to the risk management strategy.
- Apply effective change management processes that deliver agreed project objectives and support business change.
- Main point of contact for business continuity in respect of repairs and maintenance.
- Together with the Assistant Director (Housing), Assistant Director (Asset) and the Business Improvement Adviser, to handle complaints at Stage 1, as well as supporting other managers and team leaders in resolving informal expressions of dissatisfaction.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- A UK driving licence
- You must keep up to date with sector developments and particularly any applicable to your own role.
- All professional CPD, corporate or job specific training required by the Group as part of your job or by your professional body (if so qualified), is considered mandatory.
- You will act in accordance with the mission, values and behaviours of the Group strategy.

- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. These principles apply to all systems containing personal data that you use, and all personal data that you process or have access to. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Assistant Director (Maintenance)

Essential Criteria

Qualifications

- Graduate Level Qualification
- Qualified Membership of a relevant professional body such as RICS or CIOB

Experience

- 5 years' experience in a senior level role in a similar capacity (post qualification)
- Responsibility for team or groups of people
- Successfully leading functional projects
- Effecting functional change & innovating improvement
- Ability to work autonomously and collaboratively as appropriate for the benefit of the business.
- Champions digital improvement & has strong digital competence.
- Influences and supports teams.

Desirable Criteria

Qualifications

- Post Graduate Qualification
- IOSH Managing Safely

Experience

- Leading organisational projects
- Effecting organisations change & innovating improvement
- Ability to lead part of a business
- Inspires motivation within teams