

Cathcart & District Housing Association (CDHA) Job Description			
Job Details			
Title	Maintenance Manager	Responsible to	Chief Executive Officer
Department	Maintenance	Responsible for	Asset management Operational maintenance Budgets & forecasting Compliance Health and safety
Grade	Current EVH Grade 9: SM1-SM3		
1. Job Summary/Overview			
- To ensure that all aspects of the maintenance service delivery adhere to the Association’s Strategic Objectives whilst maintaining the values of the Association. - To effectively lead and manage all maintenance services, namely responsive repairs, asset management, voids, planned maintenance and factoring services. - To ensure the delivery of services are of exceptional quality that maximises value for money and customer satisfaction. - As a member of the Senior Management Team, working closely with the Housing Property Manager and other colleagues, you will contribute to the overall strategic business direction of the Association in respect of property management, leading to the achievement of organisational vision, aims, objectives and performance targets. - CDHA is committed to Equality and Human Rights and as such all tasks and duties must adhere to our policy and seek to promote fair practice throughout the Association and the community that we serve.			
2. Main Duties			
The post holder is responsible for carrying out the undernoted key tasks.			
Key Tasks		Includes the requirement to:	
Specific Duties		- To direct staff within your team to ensure that an efficient and responsive day to day repairs service is in place, which sustains a high level of quality in a right first-time culture. - To deliver effective planned and cyclical work programmes for assets managed and owned by the Association. - To ensure the Association’s properties are maintained to the highest standard possible within the parameters of its budget. - To monitor the performance of the Associations contractor’s and where necessary, negotiate improvements to ensure the Association meets the required standards, with emphasis on meeting KPIs - To implement effective monitoring regimes on work quality and efficiency throughout your team.	

	• Ensure that all responsive repairs, void, planned and cyclical works are accurately specified, instructed and completed whilst monitoring allocated budgets. • Ensure that rechargeable repairs are identified in accordance with the Association's policy and liaise with other appropriate colleagues. • Ensure achievement of the SHNZS (Social Housing Net Zero Standard (Formerly EESSH 2), the continued achievement of the SHQS (Scottish Housing Quality Standard) and any future standards which replace or supersede these. • Facilitate and promote the achievement of good performance within the frameworks defined by the Scottish Housing Regulator, the Scottish Social Housing Charter, and SFHA/GWSF/CIH Good Practice Guides. • Ensure effective monitoring and management of contractors and suppliers. Report on their performance. • Ensure contracts are implemented in accordance with the Association's policies and procedures as well as relevant legislation and good practice guidance. • Research and prepare technical specifications and standards, comply with best practice and relevant policies, and monitor implementation and ongoing suitability. • Where applicable approve requests for variations to works within agreed costs and authorisation levels. • Co-ordinate and implement, all necessary procurement in support of the planned and cyclical programmes, including quotations, tendering, evaluations, selection and appointment of contractors, consultants, and suppliers. Establish the most cost-effective rates while ensuring value for money, quality, performance and customer satisfaction is maintained. • Take responsibility for delivery of the planned and cyclical maintenance programmes ensuring they are delivered efficiently and provide value for money. • Produce progress/ performance data on delivery against programme and performance of consultants and contractors. (ARC reporting) • Be responsible for the monitoring of contracts and areas of compliance taking corrective action where weaknesses are established. • To assist in the management and development of the Association's computerised repairs system including the recording of repairs, the production of works orders, issuing of works to contractors and recording this information for the purpose of compiling statistical reports. • To lead on the decision making in relation to re-chargeable repairs and insurance works, providing advice to other maintenance staff and customers in accordance with the Association's Policy. • To produce and deliver reports to the board each quarter and attend board meetings monthly and quarterly.
Staff Supervision	• To support and provide guidance to staff within the maintenance section. • To provide technical and operational guidance to other maintenance staff.

	• To identify performance or training needs in other maintenance staff • To provide in house training and identify appropriate external training for the Maintenance team. • To take part in recruitment and the induction of new staff. • To assist the Chief Executive Officer in addressing any issues of poor performance and, if necessary, help ensure disciplinary and grievance procedures are followed in line with the Statement and Terms of Conditions of Employment.
External Contractors	• To procure contractors for specialist works for Board approval and regularly review the same. • To ensure all certification is valid for specific tasks undertaken by specialist contractors. • To organise competitive quotes/tenders for maintenance work in line with the Association's Policies and Procedures. • To oversee the work of the Association's external contractors in a professional manner and ensure that adequate quality control measures are in place to ensure a first-class service. • To scrutinise contractor's invoices including rates charged, hours worked and tenant satisfaction. • To assist the Housing Property Manager in procuring contractors for specialist and large-scale contracts for Board approval and regularly reviewing the same. • To assist in a review of procurement of the Associations reactive maintenance function in relation to the appointment of suppliers and contractors. • To Liaise closely with other maintenance staff in relation to contractor's performance issues as per the associations maintenance policy and terms and conditions of any contractual agreement.
Reactive Repairs	• To ensure excellence in delivering the Associations reactive repairs service. • To scrutinise invoices on a regular basis and organise spot checks to identify instances of overcharging and/or the waste of materials. • To supervise maintenance staff carrying out pre and post inspections and ensure only necessary works are instructed. • To liaise closely with other maintenance staff to produce reports, identify trends, analyse costs, measure performance, and analyse customer satisfaction with a view to continuous improvement in service delivery. • To work alongside the finance team to monitor invoice accuracy and payment schedules.
Planned and Cyclical Maintenance	• To set up (with the use of external consultants if required) planned and cyclical maintenance programmes and life cycle costing exercises and contracts. • To implement planned and cyclical maintenance programmes as well as major repairs, improvement, and modernisation schemes. • To organise competitive tenders for planned and cyclical maintenance programmes as well as major repairs, improvement, and modernisation schemes. • To carry out stock surveys and update the stock condition survey for the purpose of continuing production of up-to-date information on our stock base.

	• Ensure that targets are met and that all properties have a valid Gas Safety Certificate. • Ensure accurate records are monitored in relation to appliance servicing.
Refurbishment and void management	• To produce detailed specifications for pricing by external contractors. • To ensure contracts are carried out in compliance with terms therein, thus achieving high standards of: Working practice; quality of finish; and materials. • To assume the role of Health and Safety Administrator to ensure that all works and office procedures are managed in accordance with appropriate legislative and Health and Safety Requirements. • To ensure that empty houses are inspected and repaired timeously to meet re-let targets and minimise rent loss. • To liaise with Housing Management staff on timescales for completion of void works and assist with pre termination inspections. • To work with other staff identifying any delays in re-letting void properties and introduce initiatives to improve performance where required. • To ensure accurate monitoring information is recorded in relation to void management.
Stock Condition and Cyclical investment	• To be responsible for the Association's asset management strategy. To develop and maintain investment plans for the Association, in keeping with the Business Plan to meet the needs of our regulatory obligations as well as the aspirations of our customers
Development Projects	• To provide assistance, in relation to our stock, to development staff during the process of planning and contract period. • Liaise with development staff to ensure defects are reported timeously and that all final defects inspections are carried out and agreed at the end of the defect's liability period. • To liaise with the consultants and contractor to help the successful completion of defects during the defects liability period and ensure all defects are dealt with effectively. • To attend design team meetings and site meetings, if required. • To take a role in the handover of new build houses in liaison with the contractor, the architect and other association staff.
Insurance	• To identify, submit and process insurance claims in conjunction with other maintenance staff. • Provide detailed specifications for quotations for insurance work. • To liaise closely with the insurance company and loss adjustor in concluding all necessary insurance claims. • To assist in maintaining records on the type, level, and success of insurance claims, as required.
Maintenance Budget	• To assist in the preparation of the Association's maintenance budget and monitor monthly spend and budget figures. • To identify areas for reducing expenditure. • To provide written reports to the Finance & Audit Sub Committee on budgetary performance and contractor performance, as required.
Adaptations	• To process to completion stage adaptations to tenants' homes including liaison with Social Work Services. • To ensure value for money with each installation.

	• To liaise with the contractor at planning stage to assist in the design of adaptations to suit the tenants needs. • To oversee the process from start to completion of property adaptations in the Association's housing stock including final inspections. • To ensure adequate monitoring information on property adaptations are recorded. • To liaise with finance to submit funding claim to DRS.
Factoring Service	• To monitor the performance of all contractors providing common services to all properties managed by the Association. For example, landscape maintenance contractors. • To organise competitive tenders for common services contracts. • To ensure your team carry out estate management inspections and issue necessary repairs orders as required. • To authorise and apportion invoices to the relevant owners for maintenance and repair works. • To ensure your staff respond to factoring queries within relevant time scales following issue of invoices by finance team. • To attend owners' meetings as required including out with normal working hours.
Customer Care	• To respond to all the Association's customers (tenants, sharing owners, owner-occupiers, and others) in a prompt, polite and efficient manner. • To help ensure that the Association's repairs and maintenance service achieves agreed performance standards. • To develop further initiatives in customer feedback and act positively on any findings to aid continuous improvement and meet customers' demands. • To attend tenants and residents' meetings where required, including out-with office hours. • To possess good verbal and written communication skills. • To handle complaints in line with the SPSO framework. • To cover Maintenance Officer appointments/duties. (If & when required).

3. Performance Management

- The Association operates within a strong performance culture, focused on continuous improvement. You will work with colleagues effectively to ensure sustained excellent performance.
- To have an innovative approach and be solution focused for our customer and community.
- To be instinctively customer focussed and ensure that you maximise the positive experience that our customers have whilst engaging with the Association.
- To ensure compliance with all legislative and regulatory obligations and achieve excellent outcomes and standards, for example, SHQS.
- Identify the training and personal development needs of staff within your team to enhance performance management.

4. Health and Safety Responsibilities

- To ensure compliance with all Association health and safety policies, requirements, and relevant legislation.
- To understand responsibilities as an employee under Health and Safety legislation
- To ensure that all activities are discharged in a safe manner, minimising risk at all times.
- To maintain registers including the asbestos register and legionella register

- To be responsible for all health and safety aspects of CDHA including CDHA's offices

5. Other Important information

- To comply with all Association Policies, processes, and procedures
- To comply with and support the organisation's policy on data protection legislation.
- To identify and attend training courses, seminars and conferences as required to ensure personal development and knowledge of sector challenges and best practice.
- To carry out any other tasks or duties as reasonably requested by the Association deemed to be appropriate to the post.
- To undertake activities out with normal working hours e.g. Board meetings, customer meetings, training, or critical incidents/emergency situations. that may arise.
- The Job Outline is indicative of the nature and level of responsibility associate with the post. It is not exhaustive and the post holder may be required from time to time to undertake such other reasonable duties as may be required by the Chief Executive.