



Job description

Job title:	Property Maintenance Manager
Responsible to:	Property Director
Responsible for:	Maintenance Team Leader, Property Maintenance Surveyors & Maintenance Assistants

Purpose of the post:

To effectively manage the delivery of responsive repairs and void works across Hastoe's East Region ensuring that services delivered are customer focussed and delivered to agreed budgets.

Key areas of responsibility:

1. Managing and developing the team ensuring that services are delivered in a customer focussed way and to agreed budgets.
2. Developing and setting the regional responsive repairs and voids budgets and delivering the service within agreed budgets.
3. Managing responsive services (including voids), regularly monitoring contractor performance and working with the Contracts Manager and Performance Manager to enforce the terms of the contract. Ensuring services are delivered in accordance with relevant legislation.
4. Writing and reviewing policies and procedures for area of service delivery.
5. Ensuring that damp and mould reports are effectively managed within policy and legal timescales, with a focus on wider service improvements.
6. Engaging with residents in the delivery and improvement of services.
7. Working effectively with colleagues across the business in delivering seamless services to customers.
8. Delivering works to Hastoe's properties within target timescales for re-let and working closely with the Regional Housing Manager in the management of void and allocations in order to minimise rent loss.



9. Managing complex repair issues ensuring inspections take place and that works order specifications are appropriate to address issues present.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

Attributes	Essential	Desirable
Education and Training	<ul style="list-style-type: none">• Associate Member of RICS (Royal Institute of Chartered Surveyors) or equivalent.• Recognised degree level surveying qualification and evidence of continuing professional development.	<ul style="list-style-type: none">• Chartered Member of RICS.
Skills, knowledge and Experience	<ul style="list-style-type: none">• Excellent people manager with proven experience of managing remote teams.• Experience of managing contracts in a repairs or planned maintenance environment.• Excellent customer service skills.• Experience in surveying and diagnosing complex building defects.• Excellent IT skills with the ability to analyse data and communicate findings, making recommendations for service improvements.• Excellent communication skills to a range of audiences and experience of working with customers in improving services.• Experience of setting and managing budgets.• Good report writing skills.	
Personal Attributes	<ul style="list-style-type: none">• Customer Inspired: A positive approach to customer service (for both internal and external customers).• Open and Transparent: Able to listen, learn and improve.	



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- **Professional:** Able to take ownership of your actions and cope well under pressure.
 - **Passionate:** Able to go the extra mile to find solutions and meet deadlines.
 - **Enterprising:** Willing to seek new learning experiences.
 - A flexible approach with the ability to manage people through change.
 - Ability to work well under pressure and effectively plan and prioritise work.
 - Ability to influence and work well with other people.
 - Full, clean driving licence and use of a vehicle.
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