

# Hull Churches Housing Association

## Job Description

- 1 Job Title:** Property Services Manager
- 2 Responsible to :** Operations Manager
- 3 Responsible for:** Maintenance Team
- 4 Hours of Work:** 37 hours per week, Monday to Friday as agreed. Out of hours call out to deal with emergencies.
- 5 Job Location:** 31 Beverley Road, Hull and all HCHA sites.

## 6 Job Purpose and Main Responsibilities

- 6.1 Take overall responsibility for maintenance of the Association's housing stock and properties.
- 6.2 Plan, organise and ensure effective delivery of a resident centred maintenance service to budget, including response repairs, void works, planned and cyclical maintenance, major repairs and refurbishments. Works with the Operations Manager and Housing Management team to ensure a unified service to residents and effective void management.
- 6.3 Monitor and inspect in house and contractor performance to ensure required standards are met and value for money achieved. Develop quality and performance monitoring systems to enable the Association to demonstrate its performance to residents and regulators and evidence improvements to the Board. Lead the annual review of approved contractors & consultants, ensuring all required documentation is in place, and makes recommendations for change.
- 6.4 Maintain and develop an effective database of stock condition based on a rolling programme of survey and inspection. Utilise stock condition and life cycle costing information to develop, and keep under annual review, long term, forward plans for maintaining HCHA stock to the required standard. Provides forecasts of necessary expenditure to the Finance Director.
- 6.5 Maintain an up to date understanding of regulatory requirements in the maintenance field. Provide advice and good practice information to the team

# Hull Churches Housing Association

and Operations Manager to ensure effective service delivery and compliance with legislative, regulatory and equal opportunities requirements. Recommend and implement change to HCHA maintenance service practice, policies, procedures and record keeping, where required.

- 6.6 Responsible for all aspects of health and safety within the maintenance function. Ensures all safety and regulatory requirements are met, including risk assessments, and continually review and update working practices and record keeping accordingly, in particular with regard to:
  - Gas and carbon monoxide
  - Electrical Safety
  - Water Safety (including scalding, legionella and discharge)
  - Asbestos
  - Fire Safety
- 6.7 Ensure that technical service contracts, including lift and fire equipment maintenance, portable appliance testing, alarm and gas servicing are set up, monitored and maintained within required timescales and records kept.
- 6.8 Work with the Directors of HCHA Trinity to keep under review the role of the subsidiary and its forward plans. Keep staffing structure under review and make recommendations for changes to structure, working hours and remuneration.
- 6.9 Responsible for day to day line management of HCHA and HCHA Trinity maintenance team and repair service delivery.
- 6.10 Manage responsive, void, cyclical and planned maintenance, and refurbishment projects determining utilisation of contractor or HCHA Trinity services as appropriate to meet deadlines, ensure value for money and prepare schedules of works, costs and/or tenders as required. Approve invoices for payment.
- 6.11 Represents the Association in meetings with residents, contractors, consultants and other external agencies. Develops opportunities for joint working and information sharing with other social housing providers.
- 6.12 Maintains and develops current practice to ensure, wherever possible, works are carried out using sustainable, energy saving, efficient and environmentally friendly materials. Ensures energy and other assessments required by the regulator are in place and updated as needed.
- 6.13 Prepares reports and performance information to meet internal and external requirements and attends Board meetings as required.

# Hull Churches Housing Association

- 6.14 Assesses requests alterations and improvements and adaptations to properties in line with HCHA policies and procedures. Works with Support and Housing Management Staff, Occupational Therapists and other local authority staff to identify and prioritise needs and assess feasibility. Where adaptations are HCHA funded draws up specifications and tenders and ensures work is to required standard.
- 6.15 Liaises with the Association's development agents, developers and consultants to determine new build/refurbishment design briefs and specifications to ensure value for money is achieved, sustainability requirements met and longer term maintenance costs minimised.
- 6.16 Identifies building defects (including latent defects) and liaises with architects, consultants and builders to remedy.
- 6.17 Works with Housing Management staff to ensure that there are opportunities for resident involvement and complaint resolution in relation to all aspects of the maintenance service and that it meets diverse and changing needs. Monitors and manages complaints about the service.

## **7 Decision Making**

- 7.1 Operates within parameters defined by HCHA budgets, policies and procedures, standing orders (including delegated authorities) and guidelines agreed with the Operations Manager. Authorises expenditure as per standing orders and approved budgets. Makes recommendations for expenditure above set limits for Chief Executive or Board approval.
- 7.2 Makes recommendations for review, including policy, procedure and service changes and manages change process for the Maintenance Team. Determines changes in day to day administration, record keeping and work practices.
- 7.3 Will be required to use judgment/ discretion in dealing with non routine matters for which there may not be a readily available precedent or to ensure services to residents are sustained.
- 7.4 Co-ordinates action in response to unforeseen, emergency/crisis situations.

## **8 General**

- 8.1 The above responsibilities do not include or define all tasks which may be required to be undertaken. Responsibilities and duties may vary without changing the general character of the responsibilities involved.