



Ipswich Borough Council  
Job Description: **J21a**

**Senior Maintenance Manager**

**Main Purpose of Job**

To efficiently and effectively operationally manage the housing repairs function for H Maintenance and Contracts on a day-to-day basis reporting to the Principal Manager, Maintenance and Contracts.

**Main Duties**

1. To lead, manage and develop employees to their full potential, using performance management framework to include recruitment and selection, training and development plans and succession planning. To supervise employees in accordance with policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities.
2. To assist the Operations Manager, Maintenance and Contracts and the Principal Housing Maintenance Manager by leading and/or being a team member responsible for developing Housing Services activities, including new initiatives and procedures, encompassing communication and consultation with service users.
3. To manage housing inspection function for repairs & voids, the Council's in-house Stores, Joinery mill and Community Caretaking team. to ensure both an efficient service delivered within all agreed performance and quality targets to customers' satisfaction. Effectively utilise employees, subcontract labour, vehicles, plant and equipment, ensuring cost effectiveness at all times. Ensure all policies and procedures are reviewed and updated and followed by employees at all times. Contribute to the Facilities Management of the Council's depot facility
4. To manage the Customer Liaison Officers (CLO) ensuring that they keep customers apprised of planned works, and monitor and respond to customer complaints, using complaint information to identify and implement service improvements to reduce further complaints.
5. To take financial responsibility within delegated parameters monitoring budgets for income and expenditure, for Maintenance and Adaptations. Investigate where actual varies from target and effect remedies.
6. Manage health and safety within area of responsibility maintaining health, safety and welfare of employees, subcontractors, customers and other members of the public, ensuring that employees are trained in, and adhere to, safe working practices.
7. Act as lead officer for Maintenance and Contracts in the disposal of waste both on-site and off-site and in all matters relating to maintaining the service area's management systems, known as QMIS (Quality Management Information System) Contribute and carry out ongoing duties for the management system as determined by the Operations or Principal manager.

8. Take responsibility for managing other areas during holidays and sickness or as determined by management. For example repairs back office and repairs and voids.
9. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



**IPSWICH**  
BOROUGH COUNCIL

## Person Specification

### Senior Maintenance Manager

<b>Attributes</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessment Method</b>
<b>Qualifications</b>	A Degree or an NVQ level 6 in a managerial or professional / technical field	Working towards a degree or professional qualification in a managerial or professional / technical field	Application/Certificates
<b>Work related experience/ Job related skills</b>	3 years' experience in the construction industry or a similar role  Proficient in the use of Microsoft applications	Experience in people management.	Application/Interview
<b>Other relevant experience</b>	Experience in a commercial contracting environment  Customer care awareness		Application/Interview
<b>Specialist knowledge</b>	Health and Safety (The Institute of Occupational Safety and Health Managing Safely qualification)  Relevant and up to date knowledge of construction / building technology  Demonstrate attention to detail, ability to interpret and implement specifications  Ability to apply understanding of contract requirements to ensure works completed in most cost-effective way	A National Examination Board in Occupational Safety and Health (NEBOSH) qualification  Initiate and develop Construction (Design and Management) plans	Application/Interview
<b>Personal skills</b>	Good written and verbal communication skills		Application/Interview

	<p>Ability to deal with people at all levels, with tact and diplomacy, displaying a positive manner at all times</p> <p>Proven ability to use own initiative to make appropriate decisions</p> <p>Proven ability to organise and prioritise workload and the workload of others to meet deadlines</p>		
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