IPSWICH
BOROUGH COUNCIL

Ipswich Borough Council
Job Description: **J14**

Maintenance & Contracts Manager (includes Electrical Repairs Mgr, Repairs Mgr, Caretaking Mgr, Stores Mgr and Voids Mgr)

Main Purpose of Job

To effectively and efficiently supervise and manage **part** of the Housing Electrical, Repairs, **Voids**, Stores or Community Caretaking Service within Service Area strategy and objectives, reporting directly to the Principal/Senior Housing Maintenance Manager.

Main Duties

1. To lead, manage and develop staff to their full potential, using performance management framework to include recruitment & selection, training & development plans and succession planning. To supervise employees in accordance with Human Resources policies and procedures and management competencies including a positive duty to promote diversity and equal opportunities.

2. To assist the Principal/Senior 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 operationally manage all housing repairs, voids or caretaking works (or the Council's Stores), to ensure both an efficient service delivered within all agreed cost, performance and quality targets to customers' satisfaction. Works can include responsive repairs, void property repairs, electrical rewires and maintenance, installation of disabled adaptations and other planned repair and maintenance work.

4. Ensure all work completed to all associated legal, statutory, health & safety and quality standards appropriate to the area of work responsible for.

5. Effectively utilise employees, vehicles, plant and equipment, using mobile technology, ensuring cost effectiveness at all times. Ensure all

policies and procedures are reviewed and updated and followed by staff at all times.

6. Manage health and safety within area of responsibility maintaining health, safety and welfare of employees, subcontractors and members of the public ensuring that employees are trained in, and adhere to safe working and lone-working practices and adhere to environmental procedures.

7. To supervise the satisfactory completion of Housing maintenance, Void or Caretaking works within the terms of the current contract conditions. Involves close liaison, in office or on site, with client department including providing technical advice, support and information. Supervise all operations in the Councils Stores incl plant & equipment (if the Stores Mgr role)

8. Where cost-effective, utilise and manage subcontract labour or suppliers to meet peaks and troughs of workload.

9. Record and report on performance against all targets and on variations and estimated costs.

10. 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 – J14

MAINTENANCE AND CONTRACTS

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	▪ Minimum of HNC/HND in Building Studies or equivalent (or willing to work towards) ▪ IOSH Managing Safely	▪ NEBOSH General Certificate	▪ Application ▪ Certificates
Work Related Experience / Job Related Skills	▪ Previous experience working at supervisory/management level. ▪ Experience of the building industry. ▪ Demonstrates effective performance management skills, ▪ Basic working knowledge of all Microsoft Windows applications ▪ Proven ability to successfully manage budgets, including monitoring and reporting	▪ Working knowledge of job-specific IT applications, including Servitor, Optitime, mobile working technology, Keystone ▪ Working knowledge of the Council's geographical area and an understanding of tenant issues	▪ Application ▪ Interview
Specialist Knowledge	▪ Knowledge and understanding of Health and Safety Issues including Asbestos Containing Materials ▪ Ability to apply understanding of Contract requirements to ensure works completed in most cost-effective		▪ Application ▪ Interview

Personal skills	▪ Ability to communicate effectively both verbally and in writing at all levels, including external organisations ▪ Ability to deal with people in a respectful and positive manner at all times ▪ Demonstrate ability to use own initiative to make appropriate decisions ▪ Leadership skills in leading by example in all working practices and behaviours ▪ Proven ability to organise and prioritise workload to meet deadlines to help achieve service requirements.		▪ Application ▪ Interview
Other Requirements	▪ May be required to work outside of normal working hours, to include standby and emergency call out duties		▪ Application ▪ Interview