

LEATHERMARKET JMB

Property Services Manager- January 2019

Main Purpose of job	<p>The primary responsibility is to plan and deliver the JMB's major works programme. Secondary responsibility is to provide strategic support to the JMB's Responsive Repairs and Estates Services Managers.</p> <p>To ensure that Home owners are accurately billed for major repairs and issues that may affect collection are resolved.</p>
Management of People	<p>Part of the JMB Senior Management Team. To strategically manage the Estates Services Manager (estates cleaning and gardening) and Repairs Manager (responsive repairs). To directly manage the Resident Liaison Officer (major works).</p>
Line manager	<p>JMB Manager</p>
Services Managed	<p>Primarily Major Works. However will also provide strategic support to Repairs Manager and Estates Services Manager.</p> <p>The post holder will integrate major works, repairs, cleaning and gardening to ensure that the JMB achieves the standard of maintenance and appearance that it is striving for.</p> <p>Leasehold charging in relation to major works.</p>
Main duties and responsibilities	<p>Delivery of Major Works</p> <ol style="list-style-type: none"> 1) Budget Holder. Set, manage and update with the major works programme. Including working with the Finance Manager to control cash flow. 2) Develop the JMB stock attribute and condition information and maintenance records. 3) Be responsible for the construction and billing of the major works service charge which involves a knowledge of statutory consultation, the Right to Buy and leases. 4) Ensure high quality delivery of major works. 5) Create and ownership of mid and long term major works plans. 6) Oversee best safety and fire prevention practices in delivering major works. 7) Procure major works ensuring the quality and costs are competitive and

RESIDENTS ARE THE REASON WE ARE HERE

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managed rigorously. (The JMB commissions technical consultants to assist the post holder.

- 8) Report to JMB Board and sub groups on issues relating to area of responsibility.
- 9) Support resident engagement, to ensure that residents have a real say in the way that major works are delivered. Communication with residents most vulnerable to exclusion is very important to the JMB.

Delivery of Leaseholder Management

- 10) Responsible for carrying out statutorily consultation to ensure recovery of services charges. (Section 20 notices to leaseholders). Ensure all information is available to justify service charge.

Strategic Management of Responsive Repairs and Estate Services

- 11) Support, aid and oversee process improvements within responsive repairs and estate services function
- 12) Support managers to identify and interpret KPIs for their areas of responsibility. Assist managers with budget management.
- 13) To coordinate the JMB's approach to asset management and programmed maintenance of our estates.

Senior Management Responsibilities

- 14) Manage Resident Liaison Officer.
- 15) Support the Responsive Repairs and Estates Services manager with complex staffing issues.
- 16) Support and develop staff. Challenge poor performance.
- 17) Senior management cover when the JMB Manager and Deputy Manager are not available.
- 18) Provide support to staff within the estates services and repairs teams when their manager is not available.
- 19) Participate in all aspects of the JMB's formal staffing procedures.

PLEASE NOTE THIS JOB DESCRIPTION IS INTENDED TO GIVE AN INDICATION OF MAIN DUTIES AND RESPONSIBILITIES. JOB DESCRIPTIONS ARE A STATEMENT OF A JOB AT A SPECIFIC MOMENT IN TIME; THEY CANNOT TAKE INTO ACCOUNT CHANGES IN LEGISLATION, APPLICABLE REGULATIONS, WORK PRACTICES OR NEW TECHNOLOGY. SHOULD MAJOR CHANGES TAKE PLACE THESE SHOULD BE REPORTED TO THE MANAGEMENT OF LEATHERMARKET JMB.

Additional information:

As a tenant management organisation accountability to residents is important. Therefore occasional attendance at out of office hours' meetings is required. Also very occasionally a major event will occur out of office hours that will require the post holder's attendance.