

Job Title
Property Services Manager

<p>Main Purpose of job</p>	<p>The primary responsibility is to plan and deliver the JMB's major works programme and asset management strategy. The post holder will ensure that homeowners are accurately charged for major works.</p> <p>The secondary responsibility is to provide strategic support to the JMB's Responsive Repairs Manager (day to day repairs including heating and lifts) and Estates Services Manager (estates cleaning and gardening.) This will include the procurement of term contracts and an effective response to FRAs.</p>
<p>Management of People</p>	<p>Be part of the JMB Senior Management Team. To provide strategic support to the Estates Services Manager (estates cleaning and gardening) and Repairs Manager (responsive repairs). To directly manage the Homeownership Services Manager.</p>
<p>Line manager</p>	<p>JMB Manager</p>
<p>Main duties and responsibilities</p>	<p><u>Delivery of Major Works</u></p> <ol style="list-style-type: none">1) Be the budget holder for the major works programme (currently £3m per year).2) Set, manage and update the major works' programme. The programme is a rolling 5 year programme 3 years committed; 2 years indicative and feeds into the 30 year business plan/asset management strategy.3) Work with the Finance Manager to manage major works cash flow and income projections from homeowners for major works.4) Develop and up-date the JMB's stock condition survey.5) Ensure that there is a robust safety regime for the JMB's stock, with fire safety and asbestos control being a particular concern.6) Ensure high quality delivery of major works.7) Ensure that homeowners are accurately charged for major work.8) Procure major works ensuring that quality and cost are rigorously specified, assessed and delivered. (The JMB commissions specialist technical consultants to assist the post holder.)

Strategic Management of Responsive Repairs and Estate Services

- 9) Procure responsive repair team contracts (including the procurement of Professional Consultants)
- 10) Coordinate the services that impact on the condition and appearance of JMB estates (major works, responsive repairs, cleaning and gardening)
- 11) Ensure that an effective safety regime is in place on JMB estates.
- 12) Support, aid and oversee process improvements within the JMB's responsive repairs and estate services function.
- 13) Undertake the price testing/ competitive tendering of the term-contracts/ services required by the Repair Services Manager and Estates Services Manager to deliver their services.
- 14) Support managers to identify and interpret KPIs for their areas of responsibility. Assist managers with budget management.
- 15) Assist the Responsive Repairs Manager and Estates Services Manager with complex reports, enquiries and complaints.
- 16) Report to JMB Board and sub groups on issues relating to the post holders area of responsibility.
- 17) 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.

Senior Management Responsibilities

- 18) Manage the Homeowner Services Manager (most homeowner income is generated from major works)
- 19) Support the Responsive Repairs and Estates Services managers with complex staffing issues.
- 20) Participate in all aspects of the JMB's formal staffing procedures.
- 21) Support and develop staff. Challenge poor performance.
- 22) Provide senior management cover when the JMB Manager and Deputy Manager are not available.
- 23) Provide support to staff within the estates services and repairs teams when their manager is not available.

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.

Person Specification

Grade

The job is graded at JMB senior management grade £53,610-£67,221. Incremental progression is conditional on good performance and attendance. We would normally expect somebody to start at the bottom of the scale and work up, but will consider a higher placement for a candidate with excellent experience.

Person specification:

Experience

- At least 5 years' experience of managing the procurement and delivery of major works in the public sector

Knowledge

- Extensive knowledge of procuring and managing major works
- Knowledge of managing a major works programme, including exercising financial control
- Knowledge of health and safety, especially fire safety and asbestos management
- Working knowledge of the statutory leaseholder consultation process for major works/ & other services and how charges are calculated

Skills

- Write to a good standard
- Numeracy skills appropriate to the role

Additional requirements

Teatime and evening meetings are a regular occurrence.

A times of high pressure and urgency the post holder would be expected to work beyond standard office hours (although caring responsibilities will be respected)