



ROLE PROFILE

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| Role Title: | Head of Property Care |
| Department: | Property Care |
| Role Purpose: | To assist in shaping the strategic growth of Property Care and ensure the effective operational delivery of multiple regionally based general needs Housing Maintenance work streams. |
| Reporting to: | Director of Property Care. |
| Responsible for: | 3 x Regional Delivery Managers (Revenue) 1x Commercial Manager 1x H&S Compliance Manager. |
| Disclosure level: | Standard |
| Role Level: | Detail the Behaviours & Standards level that this this role sits at: <u>Operational Leader</u> |

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| Key Role Responsibilities | <p>Service Delivery</p> <ul style="list-style-type: none"> • To assist the Director of Property Care with strategic support and management for the organisation deputising where necessary to do so. • To provide effective operational leadership and management for the service delivery within Property Care's regional areas of operational activity. • Ensure the management and delivery of an effective Out of Hours Emergency Service. • To assist the Director of Property Care in the formation of strategic objectives and key performance indicators as agreed with the via operational plans and targets. • To introduce new ways of working that will improve the service to residents and improve business efficiency. • Ensure that the materials supply chain works and the relationships are managed effectively. • Prepare and present reports to Executive Boards, Asset Management SMT, Property Care SMT, forums and scrutiny groups. • To identify weaknesses in the service, identify and provide solutions and ensure remedial measures are implemented by senior managers. • Review Property Care ICT systems to promote efficient and effective working arrangements and practices. |
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- Review and maintain reporting regime(s) and regularly monitor information to ensure records are maintained.
- Review all target and performance standards to ensure that work is carried out to the highest VFM specifications, within budget and on time.
- Maintain reporting regime to ensure KPI performance targets and customer satisfaction targets for the service area as defined by the Midland Heart/Property Care board and senior managers are achieved.
- Review processes to ensure vehicle fleet is managed and monitored effectively.
- Review and monitor all Property Care sub contractors are managed and monitored effectively, and that the service provided is of high quality and cost effective.
- Deputise for the Director of Property Care if required to do so undertaking full range of duties.

Financial Control and Value for Money

- Assist the Director of Property Care in effectively manage a financial budget allocation in excess of £ 10M a year.
- Assist the Director of Property Care in ensuring the service is organised and developed to achieve Midland Heart/Property Care business plan objectives, legislative and policy requirements.
- Ensure the effective review, audit and management of Property Cares workforce productivity scheme.
- Take such action as may be required to ensure the delivery of the cost effective repairs and maintenance.
- Contribute to the Property Care strategic business planning process.

Human Resources and Staff Management

- To provide strong and effective leadership to the organisation to ensure people are effective in their roles, and are supported and motivated.
- Provide systems for all new staff members to ensure they are correctly recruited and inducted.
- To set and agree service objectives with managers and ensure service objectives are set with staff.
- To ensure effective action is taken to address under-performance. To ensure processes are in place to effectively manage staff sickness and capability issues are effectively managed.
- Ensure all staff are managed in line with Midland Heart/Property Care policies



- Where required contribute to the formation of organisational policies within your area of expertise.
- Ensure the full range of employment relations issues relevant to the service area are carried out, and the management and recruitment of staff, such as sickness monitoring, performance management, training and disciplinary action.
- Ensure training is provided as required in order to achieve business, service and personal development requirements, and ensure staff achieve defined competencies.
- Ensure investigation and action is taken where staff have been harassed or abused by the public.
- To promote and act in accordance with Midland Heart/Property Care policies and codes of conduct relating to Equal Opportunities, customer care, staff management and health and safety.

Legal compliance and Health and Safety Management

- To keep up to date with changes in legislation affecting Midland Heart / Property Care, and identify and strategies for dealing with any issues arising from such changes in consultation with the Director of Property Care.
- Ensure that all work undertaken by sub contractors is in accordance with the current health and safety legislation.
- Ensure that Property Care staff complies with all appropriate legal and statutory regulations and best practice.
- To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.
- Ensure that all current health & safety legislation is adhered to, and method statements and risk assessments are undertaken where appropriate.
- Ensure that any work, supplies or services procured through sub contractors and suppliers is in accordance with European Procurement rules and contract law.

Customer Involvement

- Provide customers the opportunity to be involved within all areas of the repairs and voids service as defined with the Involvement strategy.
- Ensure service standards are challenged and tested by customers at regular intervals. Work closely with the Asset Management Team to ensure that Customers are provided



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| | <p>with a seamless service by Midland Heart ensuring a high level of customer care in every aspect of the service.</p> <ul style="list-style-type: none"> • Ensure Customer satisfaction with the service is maintained and improved. • Promote effective communications, excellence in customer service, and a focus on continuous improvement. <p>General</p> <ul style="list-style-type: none"> • Ensure Midland Heart/Property Care environmental policy is applied throughout the organisation in the delivery of the service. • Maintain a comprehensive and up to date knowledge of all relevant legislation, procedures and best practice for the service. • To maintain a good working knowledge of all relevant I.T. systems related to Midland Heart/Property Care. • To work closely with other managers in Midland Heart/Property Care, providing help and advice where appropriate. • Maintain effective liaison with internal and external stakeholders. • Take such action as may be required to ensure the use of current best practice and responses to new approaches to repairs and maintenance. <ul style="list-style-type: none"> • To ensure all staff work in line with Midland Heart delegated authorities. • To manage in line with Midland Heart policy and procedures, code of conduct, financial standing orders and disciplinary guidelines. • To represent Midland Heart / Property Care as required at internal / external meetings and events etc. |
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| <p>Education, Qualifications and Training</p> | <p>Degree or equivalent in a Building Construction discipline. Membership of relevant professional body such as CIOB or RICS or equivalent in a Building Construction discipline.</p> |
| <p>Knowledge and Experience</p> | <ul style="list-style-type: none"> • Strategic Management of a contracting organisation. • Management of external contractors and consultants. • Management of an operative workforce and multi-disciplinary teams. • Union consultation and negotiation at a regional and local level. • Reporting to and acting within a strategic board environment. • Of JCT standard form of contracts. |



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| | <ul style="list-style-type: none"> • Organisational change management. • Setting policy and organisational goals. • TUPE. |
| <p>Role Specific Skills & Behaviours</p> | <ul style="list-style-type: none"> • Thorough understanding of building construction and repairs and maintenance technology. • Understanding of European Union Procurement Regulations and tendering and procurement in a contracting organisation. • Thorough understanding of contracts, legislation and law related to construction. • Understanding of pricing and valuation of building and maintenance works by various means. • Thorough understanding and awareness of responsibilities under Health & Safety legislation and good practice and its effects on the business. • Understanding of trading accounts, performance data and its importance and use in running the business. • Ability to implement change and drive service improvement. • An Exceptional leader and motivator of people. • Advocate of continuous improvement. • Professional approach to all aspects of service delivery. • Understanding and commitment to the principles of equality and diversity. |