

Job Context

Job Title:	Property Maintenance Manager
Section:	Strategic Asset Management and Property Services
Reporting To:	Strategic Asset Management and Property Services Manager
Salary Band:	4b
Post Number:	TBC

This job context document sets out the specific requirements for the Property Maintenance Manager role. This should be read in conjunction with the Job Role Specification linked to the appropriate salary band.

Job Context

Selby District Council's vision is to make the District a great place.

We have a new Council Plan setting out our bold ambitions for the district for the next ten years. Our strategic priorities highlight four key ambitions for Selby district in 2030; they are that Selby district is:

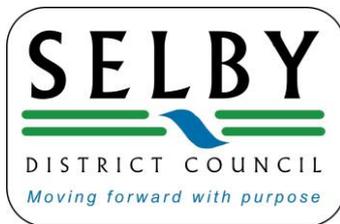
- a great place to live – focusing on more and better housing and improved town centres;
- a great place to enjoy – focusing on environmental standards, low carbon and community safety and wellbeing;
- a great place to grow – focusing on support to the local economy; and that
- Selby District Council delivers great value – focusing on use of technology to support service delivery and better use of our resources.

The Plan sets out our approach to delivering our ambitions: we will work collaboratively with others; we will continue to be close to our communities; we will put the customer at the heart of service delivery; and we will support the wellbeing of our residents.

Selby District Council recognises that people are at the heart of business success. Wherever resource is focused, and regardless of role and contribution, staff will work towards Selby's core values.

Job Purpose

- To lead a team delivering a high-quality responsive repairs and voids work for council owned properties and a commercial improvement and repairs service.
- To identify and implement improved ways of working; ensuring high standards of service



delivery and excellent customer service whilst delivering great value.

Areas of Responsibility

- Responsive Repairs and Maintenance.
- Commercial Repairs and Improvement Team.
- Voids.

Role Specification

- To be accountable to the Strategic Asset Management and Property Services Manager and to directly manage the Property Maintenance teams ensuring objectives and targets are delivered.
- Act as the principal source of advice, guidance and expertise in this area of business.
- Responsibility for the management of the team(s) budget; including forecasting and funding opportunities, ensuring value for money and in accordance with the Council's Financial Regulations.
- To ensure provision of an excellent customer focussed service that is responsive and flexible with regard to customer need.
- To identify and implement an efficiency agenda within the team(s); to create an environment of continuous improvement.
- Manage the performance and quality of the team(s) and contractors.
- Ensure all staff and contractors comply with the service specification and associated contractual obligations.
- Work effectively with internal teams, managing relationships with, contractors and partners to ensure improving service delivery and value for money.
- To keep abreast of new developments in legislation, systems and processes relevant to this area of work
- To deal with customer complaints and claims for housing disrepair as appropriate.

Additional Qualifications

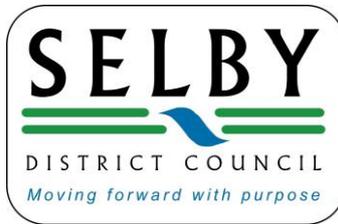
Essential

- Recognised Health and Safety qualification.

Additional Experience

Essential

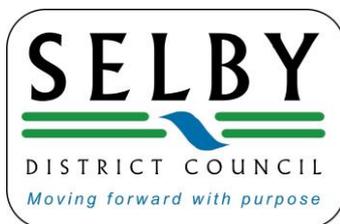
- Considerable experience of the direct management of property maintenance services and contract management.
- Successful track record of budget, performance and contract management.
- Demonstrable experience of leading and motivating team members to achieve goals and



service improvements.

Additional Requirements

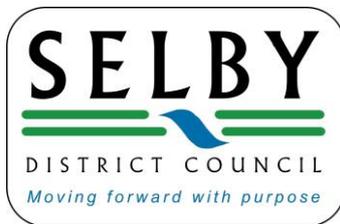
- Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the Council.
- Strong organisation and time management skills with the ability to work under pressure.
- Ability to work using own initiative and making appropriate decisions.
- Ability to work effectively under pressure and thrive in a challenging and changing environment.
- Willing to undertake training and continuous professional development in connection with the post.
- Work in accordance with the Council's values and competencies.
- Computer literate.



Our Values

<p>Customer Focused <i>"I'm happy that people get the help they need"</i></p>	<ul style="list-style-type: none"> ✓ We help people to help themselves. ✓ We are there to help those people who can't help themselves. ✓ We take time to listen and learn. ✓ We will always try to do it right first time.
<p>Business-Like <i>"I feel that everything I do at work adds value"</i></p>	<ul style="list-style-type: none"> ✓ We deliver on our promises. ✓ We spend money wisely. ✓ We have the right people doing the right things. ✓ We can't do everything so we are honest and open about our priorities.
<p>One Team Selby <i>"I feel I am an important part of something bigger"</i></p>	<ul style="list-style-type: none"> ✓ We all pull together for the good of the District. ✓ We bring the right people together to do what they are good at. ✓ We build strong relationships with our partners and communities.
<p>Flexible <i>"I feel energized and positive about change"</i></p>	<ul style="list-style-type: none"> ✓ We are open to change and up for a challenge. ✓ We're willing to have a go and show what we can do. ✓ We're ready to set the pace and build momentum. ✓ We can adapt quickly to meet new priorities.
<p>Forward Thinking <i>"I feel encouraged to come up with new ideas and that I am listened to"</i></p>	<ul style="list-style-type: none"> ✓ We are open to trying new things and learning from the results. ✓ We're willing to take some risks. ✓ We are always thinking ahead and looking for new opportunities.
<p>Trustworthy <i>"I am treated fairly and honestly, so that's how I treat others"</i></p>	<ul style="list-style-type: none"> ✓ Each of us takes responsibility for our actions. ✓ We always behave with integrity. ✓ We are honest and open.

Date Completed: September 2020



Job Role Specification

Band 4b

Reporting To

Senior Management (as outlined in the Job Context document).

Job Context

This Job Role Specification should be read in conjunction with the Job Context document relevant to the post.

Service Area

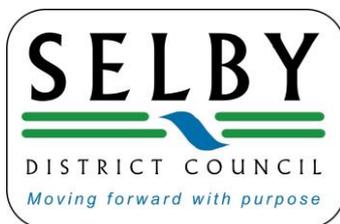
The postholder will be responsible for leading teams within the organisation. The postholder must be flexible and responsive to managing any team across the organisation.

Key Elements of the Job Role

- The post entails significant elements of strategic and tactical thinking and delivery and leading a team to deliver consistent high-quality service.
- To manage the resources, people, budgets and performance to meet Business Plan targets, Corporate Strategies and agreed budgets.
- Provide day-to-day management of teams by motivating and developing employees to deliver outstanding performance by ensuring that targets and objectives are set and monitored.
- Provide appropriate support, guidance and direction to staff and teams to ensure the best possible use of all resources to deliver efficient, effective and innovative services.
- Implement and maintain an effective and robust communication strategy with the team in order to ensure employee engagement.
- The post may also entail a significant element of working on corporate projects as part of multi-disciplinary teams within the authority.
- To identify and manage any potential risks.
- The postholder must carry out his/her duties with full regard to the Council's Equal Opportunities Policy.
- The postholder must carry out his/her duties with full regard to the Health & Safety Policy and associated procedures.
- In the event of any civil emergency you may be expected to work outside your normal contracted hours.

Key Outcomes

The key outcomes of the post will be linked to the Business Plan. All outcomes will be

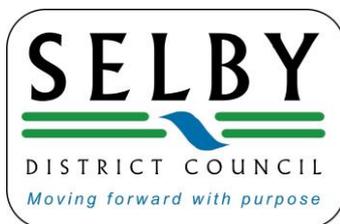


determined and agreed with the postholder.

The duties and responsibilities highlighted in this Job Role Specification are indicative and may vary over time. Postholders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

Requirements of the Post

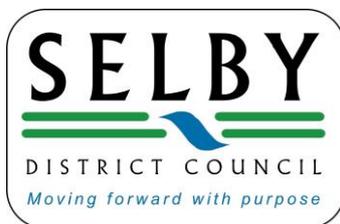
	Essential	Desirable
Qualifications / Training	<ul style="list-style-type: none"> • Degree qualification or a demonstrable level of experience working at this level. 	<ul style="list-style-type: none"> • Recognised management qualification at graduate certificate or diploma level.
Knowledge	<ul style="list-style-type: none"> • Awareness, knowledge and adherence to Information Governance/Data Protection principles. • Awareness and knowledge of Equality legislation. • Awareness and knowledge of Health and Safety legislation. • Awareness and knowledge of Customer Care initiatives. • Awareness and knowledge of safeguarding responsibilities. 	<ul style="list-style-type: none"> • Knowledge of Local Government.
Experience	<ul style="list-style-type: none"> • Demonstrable experience of supervising and managing diverse teams. • Demonstrating successful track record at Senior Management Level. • Track record of successful budget management. 	



Competencies

Set out below are the competencies expected to be demonstrated in the post.

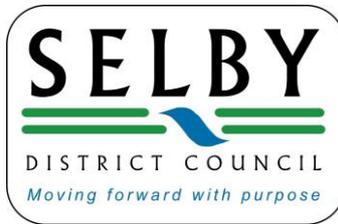
<p><u>Analysis and Use of Information.</u> <i>Assesses and interprets information in order to identify issues or problems.</i></p>	<p><u>Level 4</u></p> <ul style="list-style-type: none"> • Develops new policy and procedures. • Develops ways of applying new knowledge and ensures lesson-learning. • Comprehends the whole life cost cycle, including cost relating to operation of systems and processes. • Identifies trends from complex or conflicting data. • Takes steps to address the root causes of highly complex problems.
<p><u>Decision Making.</u> <i>Considers the information that is available, identifies options and makes timely decisions.</i></p>	<p><u>Level 3</u></p> <ul style="list-style-type: none"> • Thinks through the implication of decisions. • Breaks down highly complex information into workable components for others. • Draws together disparate information to resolve problems. • Facilitates others to generate and solve problems. • Empowers others to take creative decisions to meet business needs.
<p><u>Planning & Delivery of Work.</u> <i>Plans and organises work to meet individual, team and organisational objectives whilst achieving quality and value for money.</i></p>	<p><u>Level 4</u></p> <ul style="list-style-type: none"> • Structures business unit to deliver key objectives and obtain and allocate resources. • Sets the agenda for creating policies that are consistent with the principles and mechanisms of accountability. • Leads by example in managing business relationships and project or programme risks. • Defines a balanced set of targets and measures aligned with delivery plans. • Ensures the principles of corporate risk management are met. • Shows resilience under pressure and does not let setbacks affect performance.



Competencies

Set out below are the competencies expected to be demonstrated in the post.

<p><u>Working with Others.</u> <i>Takes responsibility to build and maintain positive relationships and value the opinion of others.</i></p>	<p><u>Level 4</u></p> <ul style="list-style-type: none"> • Develops relationships with partners/stakeholders ensuring that SDC is a respected customer and provider. • Creates an environment to deliver shared policy outcomes on the ground. • Lobbies partners/stakeholders to achieve outcomes. • Influences external partners/stakeholders relevant to our business.
<p><u>Communicating with Others.</u> <i>Vary the way you communicate ideas and information ensuring your message is understood.</i></p>	<p><u>Level 4</u></p> <ul style="list-style-type: none"> • Negotiates to reconcile individual competing priorities. • Communicates the organisation's priorities. • Produces formal communications for external bodies. • Summarises complex information in an effective manner.
<p><u>Organisation Awareness.</u> <i>Understands how the job contributes and delivers Access Selby goals in accordance with Access Selby values.</i></p>	<p><u>Level 4</u></p> <ul style="list-style-type: none"> • Conversant with the SDC values. • Actively engages with strategic policy. • Delivers strategy and delivery plans using evidence based best practice. • Politically aware and can identify key players.
<p><u>Managing Change.</u> <i>Supports opportunities for positive change and actively looks for ways to improve.</i></p>	<p><u>Level 4</u></p> <ul style="list-style-type: none"> • Evaluates the impact of change on the business. • Initiates attitudinal change across the organisation. • Provides appropriate support mechanisms during change. • Drives organisational change.
<p><u>Continual Improvement.</u> <i>Continually looks to improve skills, knowledge and the way you work.</i></p>	<p><u>Level 4</u></p> <ul style="list-style-type: none"> • Keeps up-to-date with developments that affect the Council and anticipate what may affect it in future. • Creates an environment which allows people to improve the way they work. • Creates an environment where staff, customers, suppliers, and partners work to improve the way things are done.



Competencies

Set out below are the competencies expected to be demonstrated in the post.

<p><u>Leadership.</u> <i>The ability to influence, motivate and inspire others to achieve a vision.</i></p>	<p><u>Level 4</u></p> <ul style="list-style-type: none"> • Inspires and motivates others towards the SDC vision. • Has a clear vision of the way forward for the organisation and communicates this effectively. • Relates business outcomes to strategic aims of the organisation. • Takes responsibility for the business and achieving outcomes. • Results orientated and leads by example. • Respected by peers and colleagues, partners and clients.
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Date Completed: September 2020