

Job Description

Planned Works Service Manager

Role Profile	Leadership – BCP Band N
Service/Team	Facilities Management
Reports to	Head of Facilities Management
Number of posts	1
Post number	Responsibility for a team of up to 10 FTE's and be a member of the service units management team.

My job improves the quality of life for the people of Bournemouth, Christchurch and Poole by

Leading the Planned Works service working with a range of stakeholders to develop and deliver planned programmes and services that will deliver the strategic objectives of BCP Homes.

Job Overview

To lead in ensuring BCP Homes is fully compliant with all regulatory requirements in, for example, gas and electrical safety, lifts, water quality and asbestos.

Through effective leadership ensure that BCP Homes provides a 'safety first' culture and delivers an affordable, efficient and customer orientated property management service across all delivery areas

Key Responsibilities

1. Provide effective leadership for the team delivering a range of planned building, mechanical and electrical projects and annual servicing contracts across BCP Homes and the Councils general fund stock.
2. Provide key contribution to the strategic direction of the service by leading on the development of strategic business plans, policy and procedure using information and data from the BCP Homes Stock and its residents.
3. Responsible for developing and managing all budgets for both capital and revenue funded programmes and services ensuring that they are appropriate, and expenditure kept within budget and delivered in accordance with Financial Regulations, Standing Orders and audit requirements taking appropriate action when variances occur.
4. Lead in the procurement of maintenance related contracts across BCP Homes.
5. Working with the Strategic Asset Service Manager and Repairs and Voids Service Manager effecting policy, business planning, asset management and performance.
6. Ensure all services are provided to the highest possible quality with the resources available.
7. Ensure BCP Homes is compliant with appropriate legislation such as fire, water, electrical safety and the management of asbestos and compliance with the Housing Regulators tenant satisfaction measures.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

8. Critically evaluate all strategic procurement options and ensuring that all contracts procured complies with agreed tendering policies and procedures and authorised within Financial Regulations
9. Ensure that the management of all contracts meet all required standards of performance, including audit, time, cost, quality and resident satisfaction.
10. Prepare and present accurate management information and reports as required for the BCP Homes Advisory, resident panel or other forum as required.
11. Work closely with the finance team on all aspects of budgets.
12. Monitor and evaluate the work of contractors, suppliers and consultants.
13. Line management of a team of Building, Mechanical and Electrical Surveyors and support staff responsible for the delivery of planned works and servicing contracts, including learning and development, performance management and employee wellbeing.
14. Provide support and guidance to colleagues on all technical and legal issues relating to the use of current and future building assets.
15. Understand the reputational issues for the organisation associated with the delivery of a new build programme and always work to manage and control these supporting the Housing Development team with regards the employers requirements document.

Specific Qualifications and Experience

- Thorough knowledge of project management gained through extensive experience
- Deep, specialised knowledge and skills across a range of sectors/service areas (including legal and regulatory requirements and the risks of non compliance) gained through extensive experience in several complex and demanding roles, including broader commercial awareness
- Managing building services and maintenance to residential properties, both building and mechanical and electrical
- Thorough knowledge of significant building projects, servicing and or maintenance contracts
- Management of compliance, inspection or testing contracts
- Relevant professional qualification desirable or suitable qualified by experience
- Thorough knowledge of M&E building services installations, modifications, improvements and adaptations
- Health and Safety legislation
- Membership of a professional body desirable
- Experience of managing staff and teams
- Experience of developing new service areas
- Experience of producing and interpreting monitoring reports for budget management and performance

Personal Qualities & Attributes

- Excellent interpersonal skills when dealing with people at all levels inside and outside the organisation, including the ability to work well with others.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to plan and prioritise effectively.
- Creative and can work on own initiative.

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Job Requirements

- Enhanced DBS check

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