

## **Role Profile – Manningham Housing Association Planned and Cyclical Works**

### **Manager**

Responsible to :	Head of Property Services
Responsible for :	Health and Safety Compliance Officer
Budget responsibility :	Capital Repairs Budget Compliance Budget

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### **Job Purpose**

To manage the capital programme and cyclical works programmes, Health and Safety and Compliance functions and support the Head of Property Services in developing and maintaining a medium- and long-term investment programme, provide technical input including specifications and scopes of work, procure and manage contracts and oversee work ensuring that it is carried out to a high standard.

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### **Key Deliverable and Outcomes**

#### **Project Management and Development:**

Lead and manage planned maintenance and improvement projects from inception to completion, ensuring that maintenance work meets top quartile standards of performance and customer satisfaction achieving value for money with effective budgetary control.

Develop project plans, budgets, and schedules, ensuring projects are delivered on time and within budget.

Lead on strategic procurement process

Draft, issue and manage contracts.

To take the lead in monitoring and overseeing contractor performance, and report trends/patterns to the Head of Property Services.

Collaborate with internal stakeholders, contractors, and suppliers to ensure successful project outcomes.

Prepare and implement Personal Development Plans for line managed staff, focusing on professional and personal growth and development.

Support Head of Property Services and other colleagues in developing and maintaining the asset management plan and the investment programme

#### **Compliance:**

Actively manage and develop the role of the Health and Safety Compliance Officer, with a focus on both enhancing performance and skills.

Take responsibility and accountability for MHA's property compliance function, ensuring the following elements achieve 100% performance levels.

- Gas Servicing and Repair
- Asbestos Management

- Fire Safety
- Electrical testing
- Legionella testing
- Lift Maintenance

Lead and support MHA's Health and Safety Compliance

Contractor CDM Regulations 2015 Compliance and Building Safety Act 2023.

Ensure all works comply with relevant regulations, health and safety standards, and building codes.

- Prepare data for submission to the Performance Team on compliance KPIs.
- Keep abreast of industry regulations and best practices, implementing changes as necessary.

#### **Budget Management:**

Develop and manage budgets for planned works, monitoring and controlling expenditures.

Provide regular financial updates and forecasts to senior management.

#### **Asset Data & Net Zero**

Lead on the retention, updating and maintenance of the Asset Data Register

Lead on preparing and reviewing Asset Performance.

Maintain and update EPC register and programme works to ensure MHA remains compliant with EPC and thermal performance requirements.

Support Head of Property Services in developing MHA's net zero programme to meet Government and Regulator requirements.

#### **Contractor Management:**

Procure and manage contractors, ensuring they meet performance and quality standards.

Develop, monitor and report on Key Performance Indicators (KPIs), preparing and submitting data to the Performance Management Team, reviewing outcomes and managing contractor performance.

Conduct regular site inspections to monitor contractor quality, programme and adherence to specifications.

#### **Procurement**

Lead contractor procurement process for both planned and responsive repairs

Draft and manage contracts to maintain top quartile performance in the Property Services Team

#### **Resident Communication:**

- Establish effective communication channels with residents, keeping them informed about upcoming works and addressing any concerns.
- Collaborate with resident engagement teams to ensure resident satisfaction and minimize disruptions.
- Prepare and submit reports to MHA's Board and Committees as required.

### **Quality Assurance:**

Implement and monitor quality assurance processes to ensure the delivery of high-quality works.

Conduct post-project evaluations to identify areas for improvement.

### **Person Specification** (all areas are essential unless otherwise specified)

#### **Qualifications**

Qualified to Degree Level in a property related discipline.

CIH level 4 or working towards accreditation.

Proven experience in project management within the social housing sector.

Strong knowledge of building regulations, health and safety standards, and compliance requirements.

Excellent communication and interpersonal skills.

Budget management experience.

Asset management experience.

Ability to process complex technical information and financial data to prepare reports for non-technical colleagues and Board Members.

Demonstrates understanding and empathy with MHA's Values and Mission.

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#### **Experience**

Housing maintenance survey experience

Ability to plan and manage capital investment programmes on residential properties.

Understanding of standard forms of contract and ability to administer contracts.

Understanding and experience of the contractor procurement process

Knowledge and experience of performance management systems and processes

Cost planning and budget management

Knowledge of working within the CDM regulations

Experience of working to set targets where deadlines must be achieved

Experience of preparing reports on progress and performance for submission to Senior Executives and Boards

Experience of drafting policies and procedures and applying them to both internal and external stakeholders

Experience of dealing with challenging situations which require some diplomacy and excellent customer services skills to resolve

Awareness of Statutory Compliance Requirements in the Social Housing Environment and the ability to apply on investment programmes.

An understanding and experience of working within a Regulated Environment

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#### **Practical & Intellectual Skills**

Excellent written, presentation and interpersonal skills appropriate to a wide range of individuals and audiences

Ability to assess, process, interpret and report data to technical and lay recipients.

Ability to manage competing and conflicting priorities

Ability to distil complex processes and situations into clear reports

Having high standards of personal resilience and integrity

Able to work under pressure and public scrutiny and deliver results to tight deadlines  
Diplomatic and confidential

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### **Personal Qualities**

Understanding and able to demonstrate the vision and values of Manningham HA  
Ability to understand and reflect strategic priorities in decision making  
Ability to make sound judgements on the information available  
Can do attitude to work  
A person with the desire to improve services and performance and make a real contribution to the running of the organisation  
Possessing the authority, presence and impact to engage respect from colleagues and from external contacts  
Confident and effective decision maker  
Able to demonstrate high standards of personal resilience and integrity  
Able to work under pressure and deliver results to tight deadlines

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### **Development**

Willing to develop own skills and evidence of personal development

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**The Associations 'Expectation of our Colleagues' apply to this role**