

Head of Mechanical & Electrical

Job Description

Our Vision

We provide excellent services to customers

and build new homes to help more people.

We make sure our homes are safe and sustainable

and strive to do more by making the most of our resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage over 17,000 homes across 30 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, competitive pension options and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Our values

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

**PARADIGM HOUSING GROUP LIMITED
JOB DESCRIPTION**

Post:	Head of Mechanical & Electrical
Direct Reports:	3 x Managers
Regular Contacts:	Assistant Director Compliance Delivery, Gas Operations Manager, Electrical Operations Manager, Compliance Manager, Deputy Director Strategic Asset Management, Assistant Director Investment Delivery, Assistant Director of Repairs and Voids, Assistant Director of Housing Operations, Scheduling Teams, Customer Experience Team, External Contractors and Service providers, Tenants, Housing Teams, Procurement, Business partners and SMEs across the business, specialist contractors
Responsible to:	Assistant Director Compliance Delivery

Job purpose:

- Ensure the delivery and integrity of gas, electrical and other mechanical disciplines (lifts, MHVs, etc) including servicing, testing, and statutory inspections. across all Paradigm owned/managed assets and equipment. Ensure Paradigm meets all statutory and best practice policy requirements, working collaboratively with the wider Property and Customer functions.
- Operational management of mechanical repairs and investment, in line with PHG's overall corporate plan, policies, Asset Management Strategy and asset standards, delivering in a manner that prioritises safety, customer satisfaction, and cost-effectiveness.
- Ensure high performance, driving teams to deliver effective and efficient services. Promote development and strive for excellence in the services offered
- Ownership of related procedures, and processes across mechanical compliance areas, clear alignment and adherence to Strategic Asset Management programmes and standards.

Key Accountabilities:

- Ensure compliance with all relevant legislation, regulations, and standards relating to gas, electrical, water safety, lifts and other mechanical disciplines.
- Monitor changes in legislation and ensure policies and procedures are updated accordingly.

- Duty Holder for Gas Safety and NICEIC compliance.
- Contribute to the development of compliance policies and asset standards.
- Ensure all procedures are robust and regularly reviewed and updated, conducting regular reviews to ensure they remain current and effective.
- Oversee regular safety audits and inspections of mechanical areas from H&S Team, internal audit and third-party bodies/regulators.
- Ensure all servicing, testing and remedial programmes are accurate, strictly adhered to, evidenced by documentation and compliant.
- Deliver 5 year communal and dwelling EICR programmes.
- Deliver annual domestic/communal gas LGSR programme.
- Deliver passenger and domestic lift LOLER and maintenance programmes
- Deliver water risk assessment and monitoring programmes.
- Deliver other statutory/ best practice servicing maintenance regimes such as man safe systems, lightning protection, door entry, MVHR units etc.
- Ensure all remedial actions are completed in a timely and efficient manner.
- Lead and provide clear direction to departmental managers to ensure the provision of high-quality services to internal and external customers.
- Responsible for all aspects of service provision and ensuring efficient use of Property Services resources.
- Ensuring service/planned programmes and reactive repairs remain in budget, challenging spend and cost management.
- Ensure compliance with all statutory health and safety requirements relating to the safe operation of buildings, and working practices of staff, such as CDM, H&S at Work, Building Safety Act, , etc, adhering to all PHG policies and procedures.
- Work cohesively with Asset Management Team to design and implement a commercially viable Planned programmes, capitalising on cost where possible and maximising return on investment.
- Develop and influence Managers to perform in a commercially astute manner, driving business performance.
- Provide regular reports and performance information to the Assistant Director Compliance Delivery
- Be a proactive member of Property attending monthly management meetings, providing clear business updates on department performance and contributing to the strategic direction of the organisation.
- Act as an escalation lead for complaints
- Promoting and driving a focus on customer satisfaction and welfare across the operation that positively impacts our performance and Tenant Satisfaction Measures.
- Ensure our approved contractors deliver an efficient, compliant and value for money service for all activities, which meet the relevant PHG standard.
- Ensure contracts are procured, mobilised and managed effectively, working collaboratively with the PHG Procurement Team.
- Ensure effective management and monitoring of specialist sub-contractor performance and spend.
- Foster and drive a culture of safety first for all team members, identifying and providing all necessary assessments and equipment to ensure colleague welfare.
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- Provide professional senior management support to all direct reports ensuring all supervisory processes take place across the whole service area, including one to ones meetings, mid-year and annual appraisals that are conducted to a high standard.
- Foster a culture where team members engage and promote a responsive and collaborative working approach across the service.

Level of authority:

- Oversee a budget of approximately £10 Million
- Authorised signatory up to £25k
- Manage a division of 3 Managers, 2 Compliance Team Leaders, 8 Compliance Coordinators, Electrical QS and 3 x Gas Quality Inspectors, 4 Senior Technicians, circa 16 x Gas Technicians and 8 x Electrical Technicians and various Specialist specific contractors

Person specification:

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

- Be educated to degree level or equivalent or evidence Leadership experience in a senior role, ideally within the M&E or compliance field (E)
- Professional certification in Compliance, Health and Safety (SMSTS ,IOSH, NEBOSH), or a related area (E).
- Previously held the Duty Holder Gas Safety and NICEIC position (E)
- Trade related qualifications Gas or Electrical (E)
- Construction and/or building knowledge, both theoretical and practical (P)
- Level 5 Diploma in Retrofit Coordination & Risk Assessment (P)
- Significant experience in the delivery of large-scale M&E compliance programmes, investment works and remedial works.
- Knowledge and understanding of all relevant compliance legislation (E)
- Knowledge and experience of the Social Housing Sector (P)
- Be commercially astute and business orientated, able to think strategically (E)
- Decisive, highly focused and inspires confidence in others by role modelling appropriate behaviours (E)
- Have a proven track record of driving performance and efficiency (E)
- Experience of establishing effective systems and processes of control, reporting and project management with the requisite IT skills (E)
- Demonstrate in-depth functional expertise and broad business knowledge to achieve financial and operational objectives. (E)
- Lead, communicate and manage change effectively(E)
- Excellent report writing and presentation skills (E)
- Excellent communicator (E)
- Skilled at interpreting MI data to drive continuous improvement (E)

- Significant experience of contractor management, procurement and performance monitoring
- Excellent negotiation and communication skills (E)
- Hold a full driving licence (E)