



JOB DESCRIPTION

JOB TITLE:	Property Services Manager (Repairs)
DEPARTMENT:	Property Services
RESPONSIBLE TO:	Senior Property Services Manager (Repairs and Planned Works)
RESPONSIBLE FOR:	Responsible for delivering all aspects relating to the management, performance and financial accountability of Property Services Routine Maintenance and Damp Mould & Condensation (DMC) including a percentage of the property Services Team.
PURPOSE OF THE JOB:	<p>You will be required to continue to drive and develop all the service areas within Routine Maintenance and DMC to achieve and maintain top quartile performance in all categories. This includes, liaising with Tenants and their representatives in areas of developing service delivery, providing equality and preparing and implementing opportunities for growth and innovation within this service area.</p> <p>Responsible for ensuring appropriate arrangements are in place so that all teams and people are effectively managed, have a clear focus on quality; health and safety, customer focus and are motivated to achieve challenging objectives.</p>

SPECIFIC RESPONSIBILITIES:

CORPORATE MANAGEMENT

- 1 Work collaboratively within Ocean Housing and across the Group promoting the Company values and behaviours, joint working and problem solving.

- 2 Contribute to the development and delivery of Ocean Housing Ltd.'s Company Plan, and lead on the development and delivery of relevant team plans, and other strategic plans.
- 3 Create productive networks and develop positive working relationships with partner organisations and agencies.
- 4 Enhance the reputation of the organisation by positively promoting Ocean amongst key stakeholders and partners locally, regionally and nationally.

OPERATIONAL MANAGEMENT

- 1 Support the Property Services Management Team (PSMT) to create strategies for Property Maintenance service developments and improvements to ensure that all business, departmental and customer objectives are achieved.
- 2 Analyse and manage performance across Property Maintenance functions and make recommendations for continuous improvement that drive performance towards top quartile delivery.
- 3 Undertake benchmarking with comparable organisations recommending actions to address findings.
- 4 To prepare and present monthly performance reports detailing the physical and financial progress on work areas being managed by the team ensuring these are produced accurately, on-time, and detail any necessary corrective actions.
- 5 To provide overall strategic, operational and timely interventions to ensure effective planning and allocation of resources relating to the area of business that meets and exceeds customer expectations.
- 6 Contribute to Ocean Housings budget setting and business planning processes.
- 7 Prepare and update action plans ensure that Ocean Property Services drives continuous improvement in service delivery and Value for Money.
- 8 To continually promote partnership working and to keep abreast of emerging initiatives for existing buildings maintenance.
- 9 To ensure that routine maintenance and DMC services are regularly reviewed and aligned with current Government policy, Regulatory requirements and preparing for any future inspection audit/regimes.

- 10 To manage and be available to support emergency or crisis situation, including those outside core working hours.
- 11 Provide professional advice and support as required.
- 12 Ensure IT systems are fit for purpose and support efficient, flexible working and staff empowerment. Ensure staff are well trained on how to maximise the use of IT systems, with support from other IT specialist staff. Identify and implement necessary improvements to processes and IT systems.

PEOPLE MANAGEMENT

- 1 Demonstrate effective leadership, providing motivation and direction to direct reports and wider teams.
- 2 Empower and give appropriate delegated authority, to staff at all levels.
- 3 Ensure delivery of a thorough staff induction programme for all new staff setting clear standards to be achieved.
- 4 Recruit, supervise, coach and support the development of direct reports to provide a professional service to tenants and other customers and ensure that staff meet performance objectives and targets.
- 5 Enable and promote a culture of innovation, joint working, employee involvement and positive problem solving across the department and wider organisation.
- 6 Responsible for creating a performance orientated culture, recruiting, managing and motivating all staff ensuring that appropriate work plans, appraisals, 1:2:1 supervision, appraisal and staff development programmes are in place and delivered.
- 7 Manage team and individual performance in accordance with Behaviours Framework and company Values. Actively promote and encourage adoption of the Behaviours Framework and company values amongst staff within the department, ensuring that colleagues are supported to deliver services in the spirit of the framework.
- 8 Responsible for managing and co-ordinating the Property Maintenance Team, including the delivery of the Company Plan objectives and the setting and reviewing of both team and individual standards of performance and work targets.
- 9 Make clear decisions and communicate effectively and openly with staff and customers ensuring engagement as much as possible.

- 10 Provide guidance, support, training and development where required to achieve excellent levels of customer service delivery and maintain skills for health and safety compliance.
- 11 To model the Values and Behaviours expected from senior staff that are consistent with Ocean Housing's organisational commitments.

PERFORMANCE MANAGEMENT/PROGRAMME DELIVERY

- 1 With an annual budget of approximately £5m per annum and a staff resource of approximately 40 qualified and dedicated individuals have overall responsibility for providing the successful management and financial delivery of a high quality, efficient, value for money customer focused service for:
 - 14,000 Day to Day Responsive Maintenance repairs
 - 1,000 DMC Surveys and remedial works
 - Out of Hours emergency services
- 2 Monitor and maintain performance that meets Tenants' needs, delivering Value for Money across all Property Maintenance work areas,.
- 3 Responsible for developing and implementing work programmes in consultation with all relevant stakeholders.
- 4 Responsible for implementing and maintaining excellent employee engagement and communication processes across service areas for both internal and external stakeholders, and successful leadership of any change management initiatives.
- 5 Maintain effective cross-working relationships with all sections of Ocean Group and external bodies to ensure the efficient and effective delivery of an integrated repairs service.
- 6 Monitor and deliver team plan targets evidencing outcomes, achievements and performance, and develop improvements to address performance where appropriate.
- 7 To actively consider new and innovative ways of service delivery whilst promoting the positive benefits of change to improve customer service.
- 8 Responsible for ensuring the quality of service provided to all customers is equal, measurable and is to the highest quality within the resources available and is aligned to the principles of best practice and such other targets as determined by Ocean.
- 9 Promote a culture of high performance, continuous improvement and learning from good practice and from customer feedback and complaints.

- 10 Provide and where applicable present complex reports in a concise and accurate format on contractual, operational and financial issues

FINANCIAL RESPONSIBILITY, GOVERNANCE & COMPLIANCE

- 1 Ensure value for money is delivered in the provision and procurement of services.
- 2 Plan, monitor and control expenditure through internal colleagues and external contracts.
- 3 Develop a proportionate risk-based approach to compliance checking detailed day to day operations at a granular level to identify strengths and weaknesses and develop corrective action plans.
- 4 Ensure all work and services authorised and undertaken are in accordance with the Company's standing orders, financial regulations, legal requirements, Group Procurement Strategy and statutory obligations to ensure that adequate monitoring and auditing processes are in place.
- 5 To maintain effective management systems to ensure compliance with relevant legislation and to ensure the effective management of Oceans Health and Safety Policies.
- 6 To maintain and develop proactive relationships with Tenant Representatives and encourage customer involvement and active engagement to help shape the future delivery of services.
- 7 Comply with all the Groups' policies, procedures, and initiatives including those relating to equality, diversity & inclusion, health and safety, complaints, safeguarding, financial regulations and standing orders.

GENERAL

- 1 Undertake other duties and responsibilities as may reasonably be required from time to time.
- 2 Actively seek out, consider and promote new, value for money and innovative ways of service delivery, to bring about efficiency, whilst promoting the positive benefits of change to improve customer service.
- 3 Be an ambassador of the business and promote the Company in a positive manner.
- 4 Embed and promote a culture of equality, diversity and inclusion in relation to staff, customers, tenants and service provision.

Property Services Manager (Repairs)– Ocean Housing Ltd

April 2025

Page 5

- 5 You will be required, at times to work outside core working hours and be required to travel as necessary.
- 6 Commit to personal continuous professional development to maintain relevant up to date qualifications, CPD, skills, experience and best practice awareness for Ocean's and post holder's personal benefit.

No job description can cover every issue which may arise within the post and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

I accept that this job description is a fair description of the job I have applied for.

Signed **Date**