

# Facilities and Repairs Manager

## Job Description

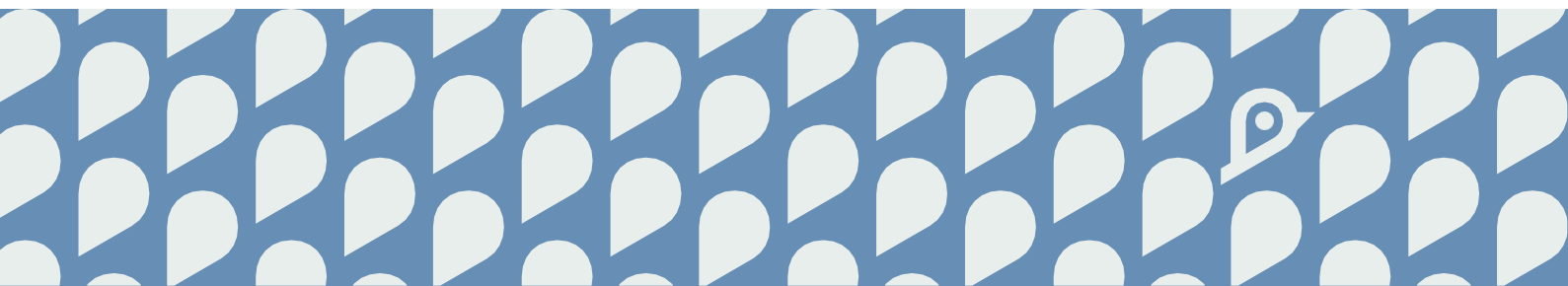
**Directorate** Customer Services  
**Reports to** Customer Service Director

### Role purpose

- Responsible for maintaining and developing the Group's facilities and asset management /repairs service, covering a growing portfolio of residential projects across LB Newham and contiguous LA areas. Ensuring our homes are well maintained, secure, clean, and compliant with all statutory requirements, and delivering a 'best in class' customer service to all residents.

## About us

- We're Populo Living, Newham's housing company. Together with our sole shareholder Newham Council, we are focused on the need to deliver for Newham's people.
- Our profits are recycled back into delivering even more high-quality homes for people who want to make Newham home. Our long-term commitment means that our exceptional customer service and commitment to our tenants is here to stay.
- We build great homes for rent and shared ownership, while our subsidiary company Populo Homes provides affordable homes for social rent in Newham.
- We are a customer centric team, focused on delivering our homes for our residents to enjoy excellent standards of design and attention to detail. We build new communities and strengthen existing ones. We also manage all our developments ourselves, providing caring customer service that makes a real difference to our tenant's everyday lives.



## Key responsibilities “What You Have to Do”

### Manage the overall services provided within the facility

- Procure, project manage, supervise and coordinate the work of all contractors and service contracts /suppliers to our homes pertaining to this role.
- Inspect that agreed work by staff or contractors has been completed satisfactorily, and follow up on any deficiencies, collating and producing results/reports.
- Plan and prepare all documents to put out tenders for all maintenance and facilities management contracts.
- Manage and supervisor our term partnering maintenance contract for all our buildings and homes.
- Manage and oversee our defects works , liaising with Development and construction teams to agree service standards and SLA's and manage all the works which are required under the terms of any defects liability period.
- Manage and lead on our energy centre strategy, maintaining all communal facilities, heat networks and working with the Head of PRS and CS to procure energy and manage all aspects of billing to ensure compliance with all regulations.
- Develop our Asset Management systems and records for effective long term maintenance and upgrading/refurbishment.
- Work with our new homes team to plan the future development of new schemes, and the handover of new projects in line with strategic business objectives.
- Direct, coordinate and plan essential services such as reception, security, maintenance, mail, archiving, cleaning, catering, waste disposal and recycling.
- Produce monthly and quarterly reports on the effective and efficient running of the service, ensuring delivery against agreed service targets and budgets.
- Adopt efficient procurement practice to achieve maximum value for money for residents and Populo.
- Maintain clear records pertaining to our assets to ensure a ‘Golden thread’ in respect of our data.
- Undertake post works inspections.
- Lead on the implementation of customer surveys following repairs works.



- Plan best allocation and utilisation of space and resources for new buildings, or re-organising of current premises.
- Respond appropriately to emergencies or urgent issues as they arise and deal with the consequences.
- Plan and develop annual budget for all maintenance and service expenditures, and assist development of service charge forecasts for all properties.
- Keep all surrounding grounds properly cared for and landscaped.
- Where necessary, Interview and hire facility employees and contractors, such as maintenance staff , concierge, and janitorial services.
- Ensure the security of all buildings and implementing appropriate security measures, such as surveillance cameras or security staff members.
- To carry out any other duties that maybe required within the purpose and grade of the job.
- Deliver the role in strict keeping with Equality & Diversity policy and procedures.

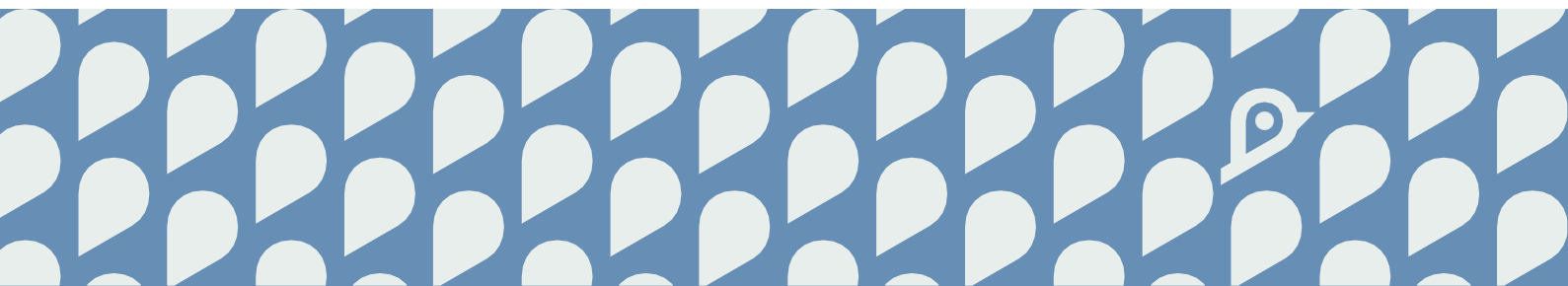
This is not meant to be an exhaustive list of duties. The need for flexibility, shared accountability and team working is required, and the role-holder is expected to carry out any other related duties that are within the employee's skills and abilities whenever reasonably instructed.

## **Role competencies**

### **Part one**

#### **Knowledge and experience**

- 5 year plus facilities or repairs/ asset management experience in residential and real estate market.
- Hold a Construction, Project Management or Facilities Management Degree, or similar.
- Have clear understanding of the current Building Safety requirements, and their future direction.
- Excellent organisational capability honed in a busy and dynamic facilities management environment.
- Robust grasp of Customer Service metrics and track record of delivering high quality service.



## **Part two**

### **Skills and abilities**

- Strong project management skills.
- Analytical and problem-solving skills.
- Robust understanding of public procurement, supported by good negotiation skills.
- Excellent interpersonal, relationship-building and networking skills.
- The ability to multitask and prioritise workloads.
- Good presenter with ability to manage meetings and inclusive outlook.
- A confident decision maker.
- Excellent time management skills.
- A team player with the ability to lead and motivate others.
- Clear and concise writing skills and the ability to handle long and complex documents.
- IT Fluent with the ability to operate a range of property management and maintenance software packages, together with good grasp of Excel, Word.
- A practical, flexible and innovative approach to work.

## **Part three**

### **Personal style and behaviour**

- A driven person who gets things done
- Trustworthy and credible; and an excellent role model for Populo.
- Highly motivated with strong work standards & ethics
- Confident personality with strong interpersonal skills to liaise with numerous stakeholders and resolve situations effectively, tactfully and with minimal conflict while maintaining positive relationships.
- Ability to make sound judgement in challenging situations.
- A team player who can understand and contribute to wider project objectives.

## **To apply**

If you are interested in being considered for this role please email a CV to Val Bagnall [val.bagnall@populoliving.co.uk](mailto:val.bagnall@populoliving.co.uk) by 5pm Wednesday 1<sup>st</sup> May 2024.

