


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION	
Position:	Building Services Manager
Department:	Asset Management
Reports to:	Head of Asset Management & Sustainability
Band:	D
Date:	March 2022

The logo for Hanover Scotland features five stylized house shapes in a row, colored pink, purple, green, yellow, and orange from left to right. Below the shapes, the text "HANOVER SCOTLAND" is written in a bold, sans-serif font.

Purpose of Job

You will lead Hanover's Customer Safety and Building Services team, ensuring full compliance with statutory and regulatory requirements and best practice across our rented and factored stock.

You will ensure excellent customer service through performance monitoring, customer communication and a drive to provide value for money.

As an integral member of the senior management team, you will contribute to the strategic direction of the Association. You will act as a role model, encouraging all employees to deliver a high-quality service, to give of their best and demonstrate the Association's values.

You will lead, manage and support your team in line with Hanover's values and people management practice.

Main Duties and Responsibilities

1 Manage and be responsible for the following areas:

- a. Gas servicing
- b. Water hygiene
- c. Electrical safety
- d. Asbestos
- e. Fire safety
- f. Energy contracts
- g. Any other area of customer safety as deemed appropriate

2. Spend & Performance

- Monitor and manage spend, to take account of annual budgets, taking action to control spend where appropriate, and in liaison with the Planned Maintenance Manager and Repairs & Voids Manager.
- Working with the Strategic Finance team to ensure that all budget information is update to date, coded correctly and that we maximise our spend where appropriate to do so.

- Coordinate, implement and monitor all building services-related planned and cyclical maintenance projects, ensuring that works are undertaken to agreed KPI's and within defined timescales, approved budgets, achieving value for money and high levels of customer service.
- Propose annual and 5- & 30-year budgets in line with the agreed budget process and which is aligned to our strategic objectives
- Establish and maintain a planned maintenance programme in all rented and owned developments in consultation with colleagues across the business and in accordance with our policies and procedures on customer engagement and satisfaction
- Work with the Customer Engagement Manager to review and ensure our procedures provide excellent customer service.
- Ensure that all contracts are fully compliant with procurement policies and procedures and are carried out effectively in accordance with current legislation
- Produce, update, review and report key performance standards (including ARC and ESSH) in line with Hanover's performance monitoring framework and as required by the Head of Asset Management and Sustainability, taking appropriate actions where performance does not meet the required standard.
- Ensure that programmes, works specifications, tender invitations and any contracts are prepared and approved for all relevant works, taking full account of Construction Design and Management (CDM) Regulations, health and safety, ensuring value for money and high levels of customer service.
- Fully engage with our customers to ensure appropriate customer input into any planned works relevant to their home, including but not limited to specifications, start and finish dates in line with our customer engagement and satisfaction aims and objectives
- Ensure that all building control and planning approvals are acquired and recorded for proposed works and that account is taken of any leases or similarly agreements, as applicable.
- Maintain thorough arrangements for all expenditure authorisation monitoring and control, including prompt reporting of expenditure and variances, in line with the Scheme of Authorisation.
- Undertake quality checks on completed works, ensuring robust post-inspection processes are in place and address any issues that arise with contractors or internally as appropriate.
- Contribute to Hanover's strategy, including but not limited to meeting net-zero by developing a baseline of data to assess our current performance, creating a programme of works to reduce our carbon footprint and implementing these works.

3. Servicing and Customer Safety

- Ensure that all statutory requirements, good practice and industry guidance are met in terms of, but not limited to, Gas safety, asbestos, water hygiene, fire and electrical safety and that the analogue to digital transition is well managed in relation to our warden call systems.
- Ensure that compliance with all customer safety requirements as set out above are able to be verified on a live basis.
- Ensure that all key components such as, but not limited to, warden call, fire alarm, boilers are serviced in accordance with manufacturers guidelines and good practice.
- Report all failures, in terms of customer safety, immediately to the Head of Asset Management & Sustainability and work to resolve the issue at the earliest opportunity ensuring appropriate actions are put in place to stop a similar occurrence
- Undertake Duty Holder responsibilities under the Fire (Scotland) Act across all schemes ensuring compliance with all statutory regulations.
- Be Hanover's 'Responsible Person' on water hygiene and legionella management ensuring compliance with all statutory regulations.
- Create and monitor all aspects of customer safety via appropriate software which provides visibility at all times, ensuring appropriate reports are in place.
- To ensure provision of advice and training as necessary to residents and scheme staff on effective use of services equipment.

4. Procurement

- Recommend and manage the appointment of consultants on specialist work in accordance with our procurement policies.
- Create contracts which have clear KPIs and effectively ensure contractors are clear about our requirements both in terms of the process of the works being undertaken and the outcomes.
- Implement, manage and monitor contracts to ensure value for money is achieved at all times and take necessary action when performance is below contract requirements.
- Maintain thorough arrangements for all expenditure authorisation monitoring and control, including prompt reporting of expenditure and variances.
- Ensure policies and procedures within the job remit are implemented, monitored and up-dated.

- Prepare, monitor and update an annual budget for all areas under the remit of the Building Services Manager. To ensure forecasts and proposed budgets for ensuing years are accurate and fairly reflect expected costs.
- Manage and monitor our energy contracts to ensure these represent value for money whilst working to ensure that costs and energy use is minimised in line with our strategic objectives.
- Effectively manage the communal utility bill contract, ensuring value for money at all times.
- Ensure all contracts and related works are awarded properly, fairly, and equitably in line with procurement policies and in conjunction with Hanover's Central Procurement Team.

5. People Management

- Develop and manage an effective and motivating team culture, ensuring consistently high standards of performance and team wellbeing are achieved.
- Direct and manage your team to ensure work is carried out in an effective and consistent manner that meets the targets and is consistent with Hanover Scotland's values and competencies.
- Identify and develop team members for personal and work-related skills through an appraisal and CPD programme.
- Lead the Customer Safety and Building Service's team's contribution to the wider corporate initiatives ensuring the team has a clear understanding and involvement in the objectives other business units are working to achieve.
- Ensure your team work to exacting customer service standards.
- Ensure your team members link and work effectively with other departmental managers.
- Provide feedback to staff within your department and proactively recognise and acknowledge excellent work and encourage continuous improvement.
- Assist and share knowledge and experience with colleagues as required.

6. Other Responsibilities:

- Research peer group approaches to customer safety and building services. To look at new ways of working which ensure continuous improvement.
- Participate in the emergency Out of Hours rota.

- Represent the Asset Management Team at various meetings
- The post holder will deliver against agreed personal objectives
- The post holder will work to Hanover's agreed Values and Strategy.
- To undertake other duties delegated by the Head of Asset Management & Sustainability and Director of Asset Management.

Responsibility for staff: The post holder is responsible for:

- 2 Building Services Officers
- 1 Customer Safety Coordinator
- 1 Customer Safety Assistant
- Assisted Living Project Officer (analogue to digital) fixed term

Person Specification

Job Title: Building Services Manager

Criteria	Essential/ Desirable
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills; abilities and knowledge the post holder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • Knowledge and experience of budget setting, monitoring and management 	
<ul style="list-style-type: none"> • Skills and knowledge to plan and manage all stages of planned and reactive maintenance including servicing to achieve and account for a high standard of delivered works. 	Essential
<ul style="list-style-type: none"> • Fully skilled in project planning, control, review and reporting. 	Essential
<ul style="list-style-type: none"> • Competent in project costing, budgetary and expenditure control 	Essential
<ul style="list-style-type: none"> • Ability to problem solve and innovate to find solutions 	Essential
<ul style="list-style-type: none"> • Fully knowledgeable of the requirement to ensure customer safety and compliance as per statutory regulations, good practice and non-regulatory guidelines. 	Essential
<ul style="list-style-type: none"> • Ability to multitask a varied and demanding workload 	Essential
<ul style="list-style-type: none"> • Fully conversant with planning, building control and technical mechanical & electrical regulations. 	Essential
<ul style="list-style-type: none"> • Ability to manage staff to meet programme targets and Key Performance Indicators 	Essential
<ul style="list-style-type: none"> • Clear and effective communicator at all levels including the ability to explain technical information to laypersons in consultation. 	Essential
<ul style="list-style-type: none"> • Sound understanding of information management and reporting requirements in an environment maximizing use of information technology. 	Essential
<ul style="list-style-type: none"> • Fully conversant and able to ensure compliance with workplace health and safety requirements including identification and reporting of hazards and minimising risks 	Essential
<ul style="list-style-type: none"> • Sound understanding of procurement regulations 	Essential
<ul style="list-style-type: none"> • Basic computer skills, including experience using Microsoft Windows, word-processing and e-mail. 	Essential
<p>2. Experience <i>This section specifies the level and quality of experience required.</i></p>	
<ul style="list-style-type: none"> • 2 years experience in an equivalent position. 	Essential
<ul style="list-style-type: none"> • 2 years staff management experience 	Desirable
<p>3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of</i></p>	

<i>equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Full membership of a professional body in construction, facilities management or maintenance discipline. 	Essential
<ul style="list-style-type: none"> • Educated to degree level 	Desirable
<ul style="list-style-type: none"> • HND level qualification in construction related discipline 	Essential
<p>4. Other <i>This section specifies other factors which may be necessary.</i></p>	
<ul style="list-style-type: none"> • Qualified to the current edition of the IEE regulations or equivalent 	Essential
<ul style="list-style-type: none"> • Clean driving licence 	Desirable
<p>5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and codes of practice</p>	Essential