

## **Job Description**

**Job title:** Head of Technical Services

**Reports to:** Group Director of Housing and Development

**Purpose:**

Planning, procurement and delivery of Choice Supports responsive maintenance, cyclical and planned maintenance programs within an approved asset management strategy for residential and non residential accommodation as well as supporting the Director of Housing in the production and delivery of new business property related projects including conversion, project management of new build developments and reconfiguration projects.

**Resource Accountabilities:**

**Staff:** 1 Maintenance Supervisor, 3 Maintenance Operatives, 2 Administrators

**Budget:** Approximately £500k per annum plus additional project specific budgets

**Property:** Indirect responsibility for Choice Supports property portfolio

**Vehicles and Equipment** and their safe use and secure storage

**Main Accountabilities:**

1. Produce, implement, monitor and evolve housing policies and procedures that meet TSA standards.
2. Deliver the draft Technical Services budget each year and monitor and manage all related expenditure to ensure it remains within the agreed parameters.
3. Design and gain approval for annual and longer-term property programs and deliver them on time and to budget including the procurement of all property works to meet Choice Support Financial Standing Orders.
4. Ensure that the stock condition survey is updated and maintained for properties for which Choice Support has a maintenance responsibility thus ensuring that future liabilities are budgeted for.
5. Conduct regular performance reviews on contractors used by Choice Support taking remedial action where appropriate on behalf of Choice Support.
6. Manage and develop the Technical Services team to ensure their most effective and efficient use.

7. Advise managers and staff on Technical Services matters to ensure cost effective, practical solutions are found which comply with safety requirements and minimise disruption to residents.
8. Working closely with the Head of Tenant Services, ensure responsive maintenance matters and cyclical and planned programmes for Choice Support properties are dealt with swiftly and cost effectively with minimal disruption for residents.
9. In liaison with managers, define and regularly report on meaningful key performance indicators to monitor and improve technical housing service delivery.
10. Assist the Director of Housing and Development on new business tenders and other related opportunities to expand the Technical Services and alert him/her to new opportunities whilst delivering the approved development programme.
11. Through attendance and provision of information and reports to the Choice Support Housing Committee, subsidiary Boards and Area Committees as requested by the Director of Housing and Development, enable them to make informed decisions to improve Housing Services and accommodation for the people we support.
12. As a senior manager, contribute to both the Housing Senior Management Team and the wider senior management team in Choice Support sharing professional knowledge and expertise to support change and deliver any other duties commensurate with the grade and level of this post.
13. Lead on the negotiation of commercial leases on behalf of the organisation to ensure that exposure to risk is minimised.
14. Manage and deliver the expectations of the Asset Management strategy to ensure we can adequately invest in our properties.
15. Lead on general health and safety matters impact on properties and accommodation based service delivery. Work with the Head of Governance and Improvement on the health and safety & Environmental audits and associated accreditation frameworks.

## **PERSON SPECIFICATION**

### **Qualifications and Experience:**

1. Evidence of continuing professional development appropriate to the level of the role.
2. Professional qualification in building, surveying or related discipline.
3. Evidence of successfully managing property at a senior level and of influencing property related budgets.
4. Successful delivery of modernisation programmes through managing change and by working effectively in complex and emerging situations.
5. Direct line management experience of supervising staff including successfully handling sensitive issues such as discipline, grievance and absence management within legal requirements.
6. Proven ability to deliver service development through negotiations for contracts.
7. Experience of accessing diverse property or funding sources.

### **Knowledge and understanding:**

8. Sound knowledge of building construction, maintenance, regulations, facilities management and technical matters relating to property management.
9. Comprehensive knowledge of health and safety legislation and requirements particularly relating to property matters and its impact on staff and people who use services at our sites.
10. Understanding of all relevant legislation and government initiatives which impact on buildings standards in the social care field such as National Care Standards, CQC and government, local authority and health authority policies and procedures relating to care and property.
11. Contract management, budget setting and control and facilities management.
12. Experience of negotiating office and commercial leases and licences with experience in dilapidations.
13. Experience of managing an internal maintenance team.
14. Understanding of importance of confidentiality.
15. Commitment to and promotion of equal opportunities and empowerment of all, encouraging diversity.
16. Belief in Choice Support principles of practice and values.
17. Understanding of local/national initiatives such as Transforming Care

### **Skills:**

18. Communicates effectively both orally and in writing to a variety of audiences in all environments including regulators and property providers.
19. Motivates staff, including multi-disciplinary teams, providing clear technical advice and project management support.
20. Excellent IT skills and experience of using MS office and Housing databases.
21. Highly organised, able to prioritise and deliver to tight deadlines within a business critical environment.

- 22. Ability to prioritise own workload and time and concentrate despite frequent interruptions.
- 23. Drives and holds current driving licence or ability to travel.