

Job Profile Information: Mechanical Manager

Grade: Level 5 Zone 1

Role Purpose:

Reporting to the M&E Operations Manager, the Mechanical Manager (Heating / Water) will be responsible for working within the teams to ensure day to day repairs, planned preventative maintenance and planned works are delivered to a high standard of quality. The post holder must think creatively on a regular basis so as to identify innovative ways of dealing with complex technical problems and provide bespoke solutions on a frequent basis, applying value management and value mechanical engineering techniques to deliver best value in the management and delivery of M&E services within the Property Management division. Responsible for the provision of mechanical and heating services, advice, design, feasibility and maintenance support on Electrical Engineering matters for the Property Management directorate to the value of approximately £2.5m - £9.5m per annum.

Example outcomes or objectives that this role will deliver:

- Act on behalf of the council to provide M&E expertise, support and advice to ensure the Council housing stock is inspected, managed and maintained in accordance with current legislation.
- Contribute to the development of policy, practice, procedures and service planning for Asset Management and Property Services and participate in projects, working groups, service developments, audits and reviews as directed.
- Provide specialist professional and technical reports when required for legal services to be presented in court. · Provide professional and technical advice to stakeholders and contractors and report on all matters within the functionality of the service. · Authorise urgent and emergency works.
- Ensure all delivered work complies with Statutory and Building Regulations and Water Byelaws.
- Provide expert evidence in relation to disputes involving the Council if required.
- Undertake quality assurance inspections of works carried out on gas appliances and gas pipe work installations in the Council's establishments to ensure compliance with regulations and professional codes of practice.
- Report any obsolete, not to standard or potentially dangerous appliances and provide input to planning for future replacements of appliances.
- Provide a written gas safety check report for each gas appliance with regard to current Gas Safety Regulations and report on contractors'

work for compliance with gas regulations, quality and standards.

- Expert knowledge of statutory requirements, Construction Design and Management (CDM) Regulations, Council Standing Orders and Financial Regulations in a project management context.
- Carry out pre and post inspection checks of gas appliances and heating and hot water installations, to ascertain compliance with manufacturer's instructions, specification and relevant standards.
- Maintain and update relevant quality assurance systems, procedures and processes.
- Ensure own qualifications are kept up to date including knowledge of legislation and best practice relating to the functionality of this post and ensure that it is translated into action.
- Monitor and report on contractor's performance to ensure that services meet performance, contractual compliance, quality and budgetary targets. Take corrective action if they fall out of target.
- Authorise and process requests for cost variations and invoices; and ensure that all orders and invoices are processed in line with the Council's Standing Orders.
- Provide expert information as required to colleagues to support budgetary and performance monitoring, Health and Safety reporting, statutory and regulatory returns, audits and self-assessments.
- Attend meetings with tenants and leaseholders to undertake pre-project consultation to ensure the needs, priorities and aspirations of residents are understood and involve customers in monitoring services so that customer feedback drives continuous service improvement. · Prioritise and deal with all customer complaints and members enquiries in accordance with the Council's timescales and standards and aim to resolve them to the customer's satisfaction.

People Management Responsibilities:

- Delivery through subcontractors
- Point of escalation for administration and support team.

Relationships:

- Effectively engage and manage specialist contractors
- Effective networker both internally and externally.
- Proactive customer management to ensure high levels of satisfaction and positive perceptions.
- Engage with members and tenants on operational logistic issues.

Work Environment:

- M&E Repair's delivery is a high volume, fast moving environment and can involve high pressure on a regular basis. Flexibility, adaptability and the need to make decisions quickly is vital as priorities frequently change and information is updated in real time. You will be expected to visit properties on a frequent basis either pre, during or post completion.
- Our service to our residents operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. You will be required to work flexibly to manage and support service delivery between these hours, this may include changes to working times / patterns in order to deliver an effective service.

Technical Knowledge and Experience:

- A minimum 5 years' experience in a social housing building services environment.
- Evidence of continued professional development.
- Significant experience of undertaking technical inspections and managing gas compliance works/contracts within a social housing environment
- Significant experience, including detailed knowledge of heating systems, water systems and ventilation systems. · Significant experience of inspecting heating and water systems within a social housing environment.
- Significant experience of fault trending analysis for maintenance and repair programmes.
- Experience of risk and budget management.
- Experience of responding to emergencies by giving clear instructions to gas safe operatives and colleagues. · Detailed knowledge of health and safety legislation in relation to gas safety legislation
- Ability to prepare risk assessments
- Experience of monitoring contractors performance, meeting KPIs and standards
- Good communication skills both written and verbal, with ability to write effective letters, specifications of works and reports · Ability to explain technical issues to non-technical staff in a clear and jargon free manner.
- Ability to use IT packages and repair databases
- Ability to work outside normal hours where necessary to deal with emergencies
- Ability to attend meetings out of normal working hours.

