



# Recruitment Pack

Maintenance Manager



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# Join the NB Housing Team & get the following rewards

- NJC Scale points 32-42, £40,221-£50,512
- Generous pension scheme which the employer contributes 19% (£7,641 -£9,597 pa)
- Hybrid working arrangement
- 23 days annual leave pa rising to 28 after 5 years' service
- 12 customary holidays
- Enhanced occupational sickness scheme
- Private Healthcare option
- Excellent work and family friendly policies
- Employee assistance programme
- Flexitime scheme
- 37 hours per week: Mon-Thurs 9-5, Fri 9-4.30pm

The closing date for this post is Friday 1st March 2024 at 12 noon and applications should be returned via post to Gatelodge Office, 8 Flax Street, Belfast, BT14 7EQ, or by email to [info@nb-housing.org](mailto:info@nb-housing.org). Applications received after this time will not be considered.

Again, we would like to thank you for your interest in NB Housing and wish you every success.

**INVESTORS IN PEOPLE®**  
We invest in people Gold

Investors in People Gold  
Award recipient



Supporter of the Belfast  
Business Promise

# About NB Housing

NB Housing is a registered social housing provider created in 2014 after the merger of two community-based housing associations in North Belfast. We currently manage approximately 1,100 homes and our portfolio extends to supported housing, housing for the elderly and general family accommodation.

We are a not for profit business with charitable status led by a voluntary Management Board. We employ 42 staff including support staff within our supported housing schemes, caretaking service staff and head office staff. Our main area of operation is North Belfast but we have extended our activity to seek development opportunities within 50 miles of Belfast. At NB Housing we are passionate about the role we play in society and believe our Vision, Mission and Values is what makes us.

## Vision

Everyone has an affordable, sustainable home in a supportive community that enables them to lead their best lives.

## Mission

To provide a place to call home and an outstanding service to those in need. A home where people feel:



They belong



Safe



Financially secure



Supported



Part of the fabric  
of the community

# Our Governance and Senior Executive Structure

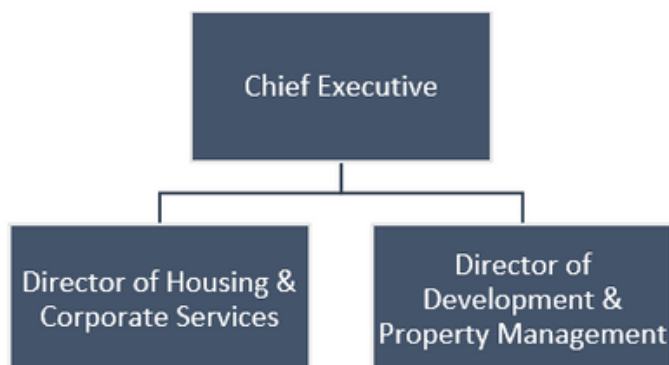
Our aim is to ensure that the governance of NB Housing complies with the requirements of the law, relevant regulators, and best practice. NB Housing is managed by 13 Voluntary Board Members from various professional and social backgrounds who meet regularly to govern the affairs of the Association.

The Board is supported by the Senior Management Team who is led by the Chief Executive.

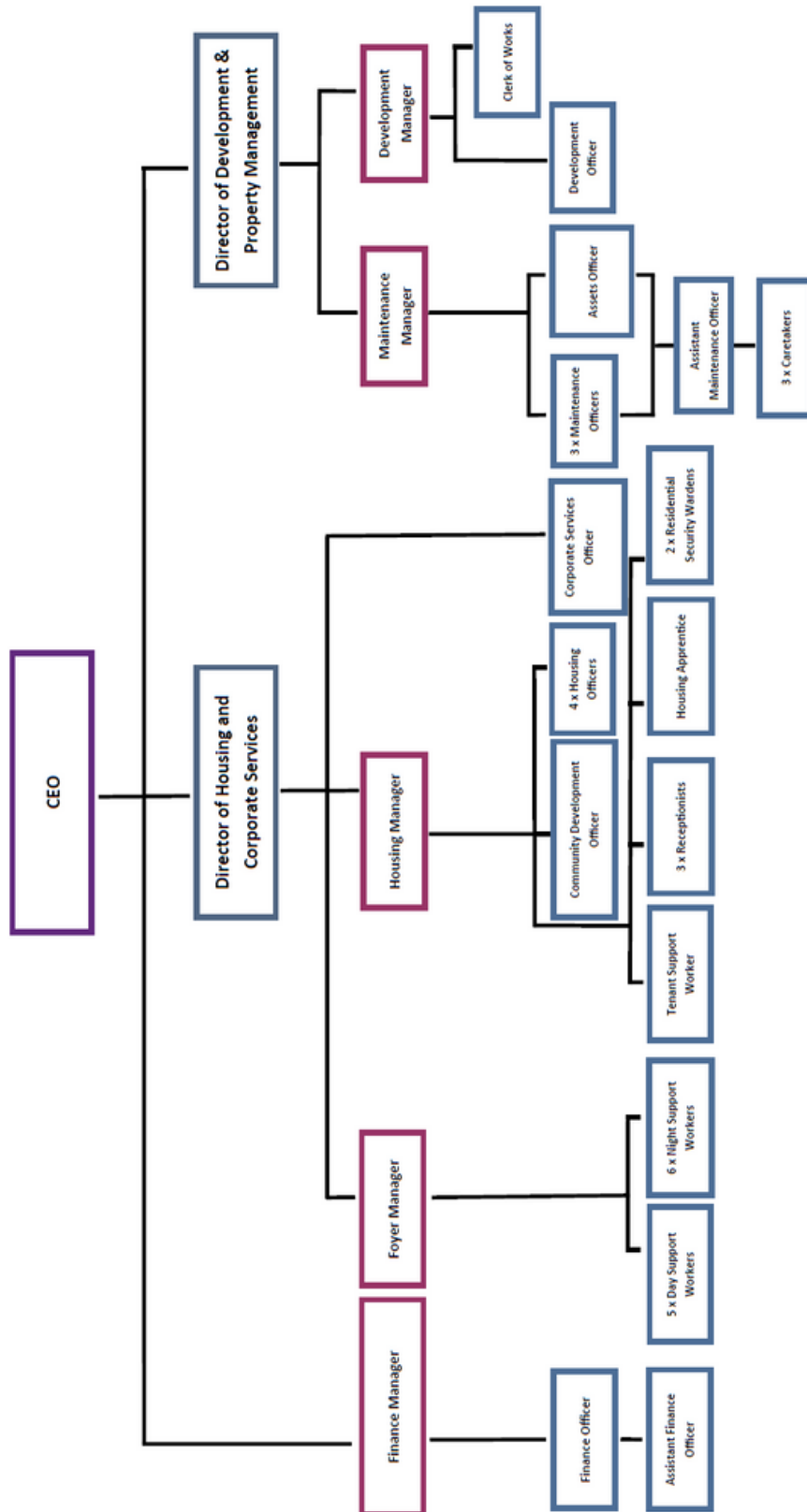
## Board & Subcommittee Structure



## Senior Management Team Structure



# Our Staff Structure



# Job Description

## Job Summary

As the Maintenance Manager you will report to the Director of Development and Property Management and will be responsible for the property management function of the association. This includes managing the Association's response, cyclical and planned maintenance programmes in an efficient and effective manner in conjunction with the Director of Development and Property Management. You will also establish and maintain appropriate policies and procedures in accordance with guidelines from the Board of Management to ensure the delivery of the Association's maintenance and property services.

You will ensure the effective and efficient delivery of property management operation and assist the Association to achieve its core aims and objectives.

You will operate an effective response maintenance service, management of aids and adaptations, servicing, cyclical and planned maintenance schemes.

You will manage the maintenance team to ensure delivery of a first-class maintenance service.

You will aim to instil a culture of customer focussed business development.

## Key Tasks

- To manage an innovative, professional and proactive response maintenance service through the Association's Measured Term Contract and service contracts, including supervision of the Maintenance Officers and Caretakers to ensure all work is carried out to the highest possible standards
- To ensure that the Association's response maintenance service is delivered in an efficient and cost-effective manner in accordance with the standards of the Association
- To assume responsibility for an out-of-hours maintenance service through our out-of-hours contract with Radius Connect 24
- To monitor contractor performance ensuring conditions of contracts are complied with and provide performance reports to Senior Management Team
- Take responsibility for the maintenance process, and escalating serious matters or matters requiring legal action to the Director of Development & Property Management

- Manage pre and post inspections of maintenance & repair works carried out under the Measured Term contract in compliance with the Association's policies & procedures
- Prepare concise and accurate management reports to the Director of Development & Property Management and provide information required for reporting to SMT, Committee and Board
- Undertake property inspections, providing a support service for any problems, finding a suitable resolution where possible
- Monitor and manage all works orders issued, ensuring compliance with completion times, standards of workmanship and customer satisfaction; compile reports
- Contract Management - to manage all performance and review meetings of the Measured Term Contracts and other maintenance contracts
- Manage the in-house caretaking team including scheme cleaning
- Act in the capacity as Health & Safety officer, to include the management of the Association's Health & Safety Policy, the formulation and management of all statutory obligations including appropriate risk assessments i.e. fire risk assessment, health & safety assessment, boiler servicing, NICIAC, Pat Testing etc

#### Planned & Cyclical Maintenance

- Brief consultants on the requirements for a stock condition survey
- Liaise with Director and Finance Manager to prepare budgets to meet survey report recommendations
- Prepare proposals for the Director of Development and Property Management approval
- Liaise with consultant on tender process and assist in the procurement process
- Co-ordinate work on site and report progress to Director of Development and Property Management

#### Annual Servicing & Compliance Contracts

- Assume responsibility for the management and implementation of the Association's annual servicing contracts
- Ensure that all legislative, health & safety and regulatory matters in respect of servicing contracts are complied with
- Ensure delivery of the Association's servicing contracts within the planned budget and programme timescale
- Review performance and financial outturns associated with the annual contracts and prepare future annual programmes and budgets
- Compile reports, statistics and returns as required

#### Aids & Adaptations


- Undertake property inspections and prepare schedules of work in accordance with OT recommendations and to facilitate clients' needs
- Ensure cost effective work solutions
- Monitor and report upon work progress
- Accept work upon completion



- Comply with the NIHE and DfC Guidance requirements
- Attend on site as required
- Certify accounts for payment
- Assist in the investigation, assessment and management of all Public Liability Insurance Claims, including remedial works, investigation and preparation of reports as required. Liaise with the Association's insurance provider in respect of all Public Liability Insurance Claims and to represent the Association in any court hearings as required
- Assist with implementation of customer service standards and achieve targets detailed in the association's corporate and annual performance indicators
- To ensure maintenance team attend new build handover to familiarise themselves with new stock
- Attend any meetings and forums as appropriate and required
- Ensure adherence to the policies and procedures of the Association, particularly those regarding equal opportunity, health and safety and confidentiality
- To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc
- Maintain awareness of the external business environment to identify changes which may have an impact on the Association
- Work with statutory agencies to ensure our properties meet all current standards
- Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework
- Monitor completion of snagging lists for all new developments and ensure completion of the defects listing
- Gather and maintain statistics for performance information and Annual Returns
- Facilitate internal and external auditors and ensure that any recommendations for improvement are implemented
- Ensure that all offices and buildings are managed and maintained
- Keep up to date with policy and practice developments in housing and using this knowledge to inform the Association's work

## Other Duties

- Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy
- Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity

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- To promote the organisations Mission, Values (Integrity, Sustainability, Excellence, Empowerment, Collaboration, Fairness) aims and Objectives
  - To maintain professional boundaries and confidentiality within the Association
  - To attend staff meetings, training, forums, which may occur outside normal working hours
  - To participate in Performance Reviews and supervision sessions
  - Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
  - Adhere to policies and procedures as contained within Staff Handbook
  - Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation
  - Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success of the Association

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

# Personnel Specification

Specification	Essential	Desirable
Physical Make up	Professional tidy appearance	
Qualifications	3rd Level education (HND or equivalent) in a built environment related subject	Professional Membership of CIOB/RIBA/RICS/MCIH NEBOSH
Job Experience And Training	<p>A minimum of 2 years (gained within last 6 years) experience in a similar supervisory role including managing staff</p> <p>For applicants who do not meet the educational requirement above, a minimum of 5 years' experience (gained within the last 7 years) in a similar supervisory role</p> <p>Experience in Health &amp; Safety Management</p> <p>Experience in budget setting and control of expenditure.</p> <p>Experience of complaint management</p>	<p>Social Housing experience</p> <p>Working with Housing Associations and DfC.</p> <p>Experience of Investors in People standard.</p> <p>Policy design and implementation.</p> <p>Experience in the coordination of annual investment programmes or large scale construction contracts</p> <p>Experience of dealing effectively with challenging and concerned clients</p> <p>Experience of NEC Contracts</p> <p>Experience of MTC Contracts</p>

Specification	Essential	Desirable
Specialist Knowledge	<p>Good understanding of the role and responsibilities of a Maintenance Manager</p> <p>Proven track record of meeting operational targets in relation to maintenance management</p> <p>Knowledge of Estate Management issues</p>	<p>Knowledge of Omni-ledger or similar Housing Management IT System</p> <p>Awareness of the development of Tenants Participation Strategies</p> <p>Awareness of the Data Protection Act</p> <p>Knowledge of the DfC Housing Association Guide &amp; Housing Regulation</p> <p>Good understanding of the work of a Housing Association</p> <p>Knowledge of Fire Safety and risk assessments</p> <p>Knowledge of statutory compliance requirements for social housing</p>
Special Skills / Aptitudes	<p>Excellent IT skills</p> <p>Working knowledge of MS office (including Word, Excel and Outlook) gained in an office environment</p> <p>Proven track record for managing, motivating and appraising staff teams to achieve goals/objectives</p> <p>Motivated team player</p> <p>Ability to instil a culture of continuous improvement</p> <p>Excellent interpersonal and communication skills</p> <p>Strong organisational and time management skills</p> <p>Strong report writing skills</p> <p>Accurate and thorough approach</p> <p>Respect for confidential information</p>	<p>Can demonstrate innovation in service delivery.</p> <p>Strong ICT knowledge</p> <p>Good working knowledge of CAD, site survey and contract drawing preparation</p> <p>Knowledge of building services and functional operational use</p> <p>Can demonstrate an ability to implement change and deliver Value For Money (VFM)</p>

Specification	Essential	Desirable
Disposition	<p>Approachable</p> <p>Good problem-solving ability</p> <p>Ability to work on own initiative</p>	<p>Demonstrable experience in presentation, tenant consultation &amp; choice</p> <p>Can demonstrate innovation in service delivery</p>
Personal Circumstances	<p>Clean Driving Licence</p> <p>Accessible to both office locations</p>	



# Contact Us



**Website**

[www.nb-housing.org](http://www.nb-housing.org)

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**Phone**

028 9059 2110

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**E-mail**

[info@nb-housing.org](mailto:info@nb-housing.org)

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**Social Media**

@nbhousing

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**Address**

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