

Job Description and Person Specification

Job Title: Technical Manager

Department: Property

Section: Asset Management - Property

Grade: Professional / Specialist

Responsible to: Head of Strategic Asset Management

Purpose of the Post:

To be the overall lead within Asset for the surveying, planning, preparation, procurement, and delivery of Technical and Special Projects across Gentoo. This role will ensure we have long, medium, and short investment plans to invest in our Mechanical and Electrical Assets as well as other specialist ad-hoc projects. This role will also manage the entire operational delivery of planned investment in Mechanical and Electrical Assets from conception to completion including all aspects of design, consultation, customer engagement and on-site delivery alongside relevant appointed consultants and contractors.

Principal Accountabilities

- To oversee the creation, conception, planning, design, and delivery of Mechanical and Electrical Investment projects, ensuring all aspects are delivered effectively, are affordable, align to Gentoo's investment standards, are delivered to a high standard with zero defects, and that all associated works are undertaken in a safe manner within minimal disruption and a high level of customer satisfaction achieved.
- Ensure that the delivery of projects is planned effectively, reduces the disruption to customers and is carried out safely and in accordance with all relevant legislation, including ensuring all relevant planning and building standards permissions are obtained.
- Implement and periodically review Gentoo's Mechanical and Electrical asset data, inputting local and specialist knowledge into the planning process, establishing the clear priorities for investment, defining a clear scope of work and specification for the investment programme.
- In line with Gentoo's Policies and Management Plan, where required, ensure that asbestos risks are effectively managed, carry out or arrange surveys to identify asbestos, the safe removal including monitoring, and ensure that the Contractor's employed by Gentoo undertake work in accordance with all relevant legislation and best practice.
- To oversee implementation of the CDM regulations to all sites and the management of the responsibilities of all parties.
- Lead on any planning related issues attributed to investment works which you hold responsibility for delivering.
- Where necessary, ensure the effective management and arrangement of specialist surveys required to maintain or assess the condition of Gentoo's Mechanical and Electrical assets, identify, and ensure the procurement of specialist, minor works and enabling work contracts required to ensure the maintenance of Gentoo's properties.
- Ensure that Gentoo maintains comprehensive and up to date information on the condition of its assets and in particular records of assets, risks, and systems that Gentoo has regulatory and statutory obligation to service and maintain.
- Produce operational contract reports and action plans as necessary to manage contractor performance.
- Lead on the review and implementation of relevant procedures and development plans to manage contractors carrying out replacement and servicing works to ensure that works are delivered to agreed schedules, specification, costs and comply with statutory requirements.

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- Manage the performance of Gentoo's Contractors across multiple schemes to deliver value for money, health and safety excellence whilst ensuring programmes are delivered to the required time, cost, and quality standards.
- Provide competent technical advice within Asset on all Mechanical and Electrical related issues.
- Lead the production of designs, specifications, and delivery of all mechanical related asset investment work across the group stock.
- Lead and attend all design team meetings and ensure all pre-contract and design documentation is clear, concise, detailed and appropriately stored.
- Work in conjunction with Gentoo's Procurement team to ensure that suitable contracts are in place for the delivery of Compliance works ensuring economies of scale and a diversity of supply.
- Ensure the effective contract management and administration of Gentoo's investment, remedial and relevant landlord compliance contracts, setting and delivering performance standards, the pro-active monitoring of progress and completions, the effective resolution of issues, and the delivery of value for Gentoo's customers.
- Assist the Head of Strategic Asset Management with financial planning, budget setting, and budget optimisation, for Compliance investment requirements ensuring that a long term planned approach is developed taking account of risk reduction, to that compliance programmes are delivered to agreed schedules, specifications, and costs.
- Maintain accurate and effective communication with your line manager (to include the provision of reports and presentations) ensuring that they are regularly appraised of planned changes and developments.
- Manage and third-party consultants undertaking works on behalf of the Group in relation to investment of Mechanical, Electrical, and other associated works.
- Develop a performance culture, collaborating with leaders across the group to facilitate transformational change whilst acting as a role model with regards to all of Gentoo's values and behaviours.
- Remain up to date with current legislation and be ambitious to help us become a beacon of best practice.
- Provide reports to SLT, Executive Team and Board regarding current performance with contracts which responsibility is held to deliver.
- Develop and maintain an in-depth understanding of Gentoo's individual businesses and their related objectives, be informed of their risks, challenges, and the impact of regulatory changes
- Work collaboratively with our Quantity Surveying team to ensure accurate payments are made to contractors following sectional completion.
- Ensure that all works are completed to the correct quality standards and that all Practical Completions are documented accordingly.
- Perform any other duties as may be reasonably requested by your line manager.
- Deputise for the Strategic Head of Asset Management as necessary.

The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Cultural Values

- Do the right thing.
- Make a difference.
- Work together.
- Keep learning.
- Give all you've got.

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Group Responsibilities

The post holder will act as an ambassador for Gentoo Group.

The post holder must always comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness, and respect. The post holder will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must always comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the aims and objectives of our Environmental Strategy and draw to management's attention any adverse environmental impacts as well as actively engaging with the Planet Smart philosophy.

The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day-to-day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.

Employee Name:	
Employee Signature:	Date:

This Person Specification lists the essential skills, attributes and experience that are necessary in order to successfully carry out the job. **Please illustrate on your application form how you meet the requirements of the post.**

Skills and Knowledge

- Demonstrable knowledge of building construction, building standards, compliance obligations, planning regulations, regulatory standards, and leasehold legislation
- Demonstrable experience in the delivery of housing investment and compliance programmes
- Knowledge of construction contracts and their effective administration, commercial understanding of value for money drivers in construction
- Understanding of Landlord Compliance requirements
- Demonstrable knowledge of the CDM requirements
- Demonstrable knowledge of financial negotiation with contractors to achieve value engineering across all areas of construction disciplines whilst maintaining required standards
- Specific in-depth knowledge of statutory and regulatory requirements in relation to Landlord Compliance
- Demonstrate a significant skillset with Mechanical and Electrical Disciplines to include Renewable technologies, Gas, Fire alarm, Sprinkler, Intercom and CCTV systems
- The ability to develop a strategic and long-term approach towards the investment in mechanical assets for the group stock
- In depth knowledge in developing and maintaining appropriate linkages between relevant functions across an organisation to improve services
- Demonstrable knowledge in the control of Compliance planned investment budgets and projects
- Knowledge of interpreting technical data into simplistic language for the wider understanding of management teams
- Extensive experience in contractor management with external contractors
- The ability to influence senior stakeholders

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Attributes

- Ability to promote good practice in Gentoo
- Excellent communication skills (both written and verbal) with a proven ability to influence senior stakeholders and customers
- A demonstrable commitment to customer service
- IT skills particularly experience with Microsoft Word, Excel (2007 & 2010) and housing Asset Management Systems and database systems
- Interrogation of data and the identification of trends to plan future work streams

Experience

- Experience of managing relationships with customers, internal and external stakeholders
- Experience of managing contractors' performance and health and safety on multiple projects and demonstrating excellent negotiation and challenge skills to resolve any issues
- Experience of budget management on projects of significant value
- Previous experience of managing teams of staff, and experience of successfully delivering a similar role within an organisation
- Experience in creating and maintaining a commercial culture with excellent customer service to ensure all contracts are delivered with value for money
- Experience in the evaluation of contract delivery and monitoring unit costs including variation controls
- Fully experienced in the management of the planning process to minimise time and costs and drive improvements in efficiency
- Experience of successfully delivering a similar Compliance/Investment role
- Experience of matrix managing multi-functional teams across a large organisation
- Experience in the requirements of the certification and validation process of Compliance works
- Experience in the control, administration, and delivery of variations to planned works to limit budget impacts
- Significant experience in the development of short-, medium- and long-term investment strategies
- Experience in developing and maintaining a positive team working environment

Qualifications and Training

- A recognised qualification in a property related discipline HND, degree level qualification or equivalent or considerable demonstrable and relevant experience
- Qualified in or significant experience in Mechanical and Electrical disciplines.
- IOSH Managing Safely (or equivalent) or willingness to obtain
- Experience in Quality Management

Other Requirements

In addition, we would expect that the successful candidate will meet the following requirements. You should make reference to them; however, we will not shortlist against these criteria:

- A Full UK Driving Licence
- Ability to meet deadlines and programme requirements
- The post holder will be expected to liaise with colleagues across the Organisation and external agencies