



JOB DESCRIPTION

Job Title	Maintenance Manager
Responsible to	Head of Operations
Salary	£40k p.a.
Hours	Full time, 35 hours per week
Service	Housing and Maintenance

1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people who have mental health issues and who need support with their housing. QVT currently provides homes to approximately one hundred and fifty people in South East London. Our range of support both on and off the premises helps each individual client to maximise his or her independence.

2. Job Purpose

At QVT the wellbeing of our tenants is the most important thing, which is why, as Maintenance Manager, you will ensure that everyone who lives in a QVT scheme has a beautiful, safe and well maintained home.

As Maintenance Manager you must expect the highest standards in QVT properties whilst being mindful of the best use of the charity's resources, and taking care to form good relationships with suppliers and contractors.

You should be a great problem solver who is able to generate innovative ways to help constantly improve QVT properties. And you must be an excellent communicator and have the skills to motivate and inspire your team.

We want you to share our passion in providing outstanding services for people with mental health issues and an exceptional maintenance service across all of our schemes.

3. Main Responsibilities

- Support with leases and work in conjunction with Landlords to review and make improvements to QVT property
- Control the outsourcing of work to contractors and uphold ongoing service levels and support
- Coordinate the workflow process associated with the drafting and execution of contracted services to ensure jobs are fully completed for all services promptly
- Manage a small team of two employees



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- Provide a close oversight of responsive and planned repairs alongside larger cyclical maintenance/refurbishment projects
- Coordinate supplier performance reports and contracts
- Meet all statutory compliance standards and associated legislation
- Ensure the security and safety of employees and clients through the maintenance of site-based security systems
- Ensure that all maintenance work undertaken by contractors is completed to a high standard

This job description is as it is presently constructed. This will be reviewed periodically and at each annual appraisal to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

PERSON SPECIFICATION

Job Title	Maintenance Manager
Department	Operations

The Person Specification is a picture of skills, knowledge and experience needed to carry out the job. This is a diverse field with a range of responsibilities, which are dependent on the structure and size of the organisation. We are looking for someone who is hands on and has managed diverse teams, contracts and the outsourcing of work to external providers

KNOWLEDGE	Desirable/Essential
An understanding of the organisational and external influences regarding Mental Health	D/E
Knowledge of the likely business impact of different scales of disruption to infrastructure and maintenance services; knowledge of mitigation and contingency arrangements	E
LEADERSHIP AND MANAGEMENT FRAMEWORK	
Upholds QVTs core values and abides by the expected standards	E
ENGAGING WITH OTHERS	
Excellent communication skills	E
Able to delegate tasks and responsibilities effectively giving clear direction to others who are required to undertake tasks, demonstrating leadership and motivational skills	E



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Ability to negotiate and influence	E
Acts as an advocate and a team player promoting collaborative working to achieve QVT's objectives	E
Empathy with and understanding of service users and the ability to demonstrate this in behaviour and presentation	E
ACHIEVING RESULTS	
Understands the strategic perspective with an eye for detail	E
Maintains a positive and flexible approach	E
Demonstrates self-motivation in delivering services	E
Checks progress against targets, reporting as necessary	E
VALUING DIVERSITY	
Fully committed to the principles and practice of Equal Opportunities and to tackling inequalities	E
LEARNING EFFECTIVELY	
Takes the initiative to keep skills up to date and to maintain awareness of developments in new technologies and takes responsibility for professional development	E
Able to advise and develop others by helping them to understand their values, needs, goals and limitations as well as advising them how they can develop their effectiveness to the limits of their ability	E
Shares and exchanges information and knowledge readily	E
EXPERIENCE	
Experience of working with landlords and scrutinising leases to ensure value for money	D
Knowledge and experience of managing Health and Safety compliance in supported accommodation services	D/E
Experience of managing budgets	E
Knowledge and practical experience in building, maintenance and facilities management. Hands on skills and knowledge of pricing work	E



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A proven track record of sustained and successful service improvement	E
Experience and management of multi-site contract work and diverse teams	E
High levels of numeracy and literacy	E
Experience of checking and reporting progress and compliance against an agreement or plan	E
CIRCUMSTANCES	
Prepared to work outside normal working hours to achieve deadlines and to support specific implementations, working flexibly as required both on and off site	E
Has Enhanced DBS clearance	E
GENERAL	
Has a full clean UK driving licence and access to own vehicle	E

Instructions:

If more than the required number of applications pass the minimum shortlist score, only the required number of applicants will be interviewed. However, should any candidate who suffers from a disability meet the minimum shortlist score, they will automatically be invited to attend an interview, which may mean interviewing more than the required number of candidates.