

Property Maintenance Manager

Department: Infrastructure, Housing and Environment

Division: Property

Reports to: Head of Estates and Property Maintenance

JE Reference: IHE1066

Grade: 13

JE Date: 19/4/2021

Job purpose

Leading on the maintenance of the Government of Jersey property assets, facilities and functions to ensure that buildings and associated infrastructure within the public property portfolio safely meet the needs of users and the general public and allow the Government to meet its objectives.

Job specific outcomes

Manage the operational aspects of the Government of Jersey property estate by running within budget an effective programme for planned preventative and reactive maintenance using all resources across all assets to allow users to undertake their functional roles.

Coordinate the implementation of a consistent approach to property maintenance, setting procedures and providing leadership to maintenance teams servicing the Government property portfolio by monitoring function and performance of the individual premises and blocks within the premises.

Ensure that the individual assets are maintained to the correct regulatory and statutory standards and defects are managed and mitigated in a timely fashion to minimise adverse effects and to protect the health, wellbeing and output of users.

Develop and implement a robust commercial framework that supports improved strategic supplier relationship management, coordinating negotiations with contracts for minor works, facilities management, maintenance, and utilities; also, commissioning reviews into the level of qualification and competence of contractors' staff to ensure that any work to maintain the Government facilities and assets in good working conditions meets quality, statutory and Health and Safety requirements in accordance with the current commercial principles and meeting the obligations of the finance manual..

Manage lease events and ensure the landlord obligations and duty of care are discharged for tenants and service users by ensuring the maintenance of Government facilities in accordance with Service Level Agreements in place to promote safe occupancy environment and ensure statutory compliance.

Coordinate the management of technical and legal issues and be able to manage and resolve tenant disputes and complaints to facilitate a good collaboration with Government tenants and achieve an appropriate return on investment from Government owned assets.

Lead a dedicated team of building and facilities maintenance professionals ensuring the efficient delivery of facilities services that are fit for purpose and safe for public users.

Monitor the revenue and expenditure budget within the defined financial limits and where appropriate maximise the income whilst at the same time ensuring business objectives are met in order to contribute to the delivery of the directorate's vision.

Liaise closely with the Estates Surveying team and the Property Strategy team to ensure that future reconfigurations do not compromise or are not compromised by planned maintenance activity.

Statutory responsibilities

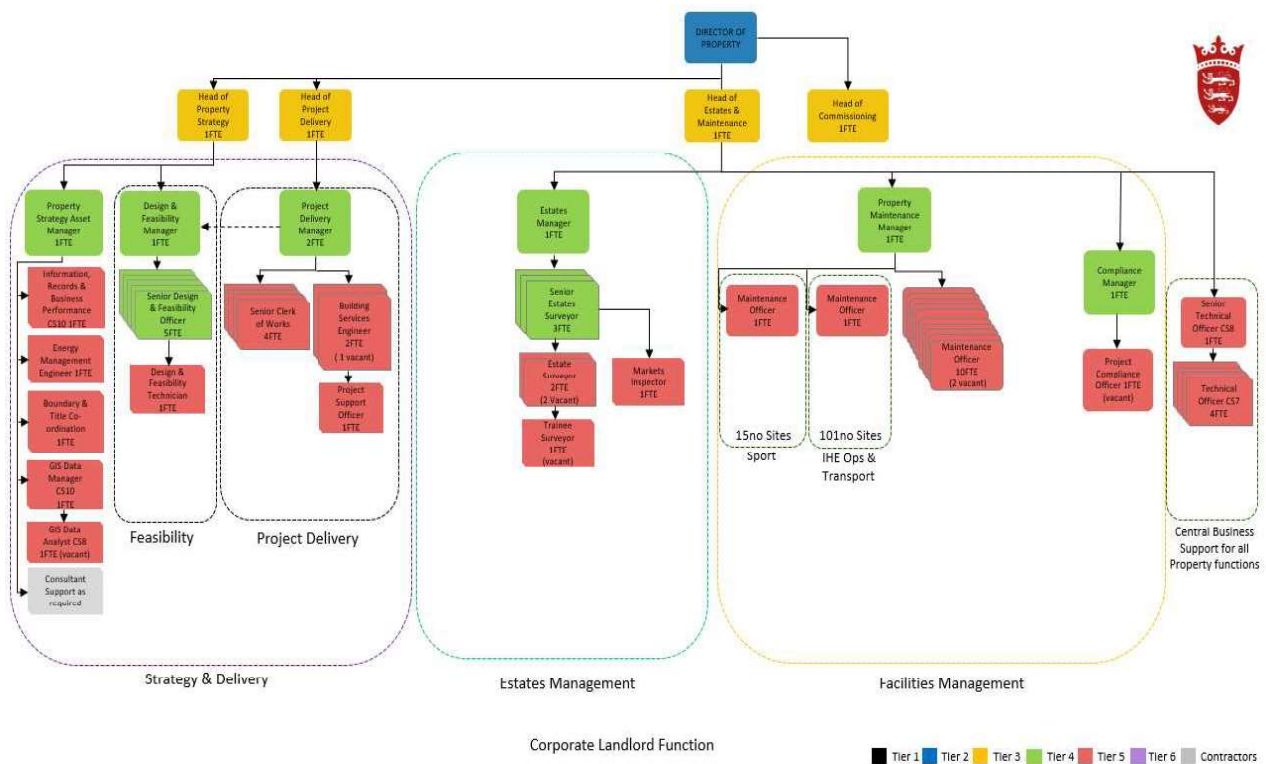
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Services

- Facilities Management and Maintenance

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree in a relevant specialism and post graduate qualification in a Property or Facilities Management related subject or equivalent gained through significant practical experience</p> <p>Post graduate management qualification or equivalent.</p> <p>Certified or chartered membership of a related professional body (e.g. BIFM)</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Significant specialist knowledge of facilities management and built environment maintenance processes.</p> <p>Detailed knowledge of local, UK and EU legislation, directives, regulations and international agreements with a comprehensive understanding of how they impact local legislation, policy frameworks and practices.</p> <p>Ongoing Continuing Professional Development to remain up-to-date with the latest methodologies and industry research and best practice.</p> <p>Knowledge of managing a budget and business planning processes.</p> <p>Knowledge of the Government of Jersey or a comparable organisation and its strategy and functions.</p>	<p>Knowledge of:</p> <p>The activity and processes of Government including interaction between politicians and officials.</p> <p>Management reporting as it relates to this role.</p> <p>The departmental priorities, key objectives, risks and issues relevant to the department division and the role.</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Computer literate with ability to operate the Microsoft Office package.</p> <p>Ability to analyse and interpret complex specialist data related to asset management and maintenance work.</p> <p>Driving licence (Group B).</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills,</i></p>	<p>Strong relationship building skills.</p> <p>Good planning and organising skills.</p> <p>Ability to lead, motivate and manage teams to facilitate achievement of high delivery and performance and manage poor behaviour.</p>	

<p><i>ability to delegate, motivation or commitment etc.</i></p>	<p>Excellent verbal and written communication skills.</p> <p>Ability to produce written materials (e.g. letters, reports, discussion papers, proposals) to a high level for presentation to a variety of audiences.</p> <p>Ability to communicate effectively to senior stakeholders and Senior Management and deliver key messages at a suitable level.</p> <p>Ability to influence and persuade a wide range of stakeholders in and outside the department.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Extensive demonstrable experience in facilities and property management.</p> <p>Proven management experience obtained by a combination of professional experience and more formal management training.</p> <p>Experience in delivery against large budgets.</p> <p>Experience setting and deploying strategy at departmental / divisional level.</p> <p>A proven track record of achieving objectives on time.</p> <p>Experience of best practice within the area/s overseen as part of the remit of the role to make recommendations for change.</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the Government of Jersey tier 4 core accountabilities, attributes and behaviour indicators.

Organisational structure