

Context statement

To accompany job description and person specification when required

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Job title – Commercial & Community Assets Repairs & Maintenance Manager

Directorate - Place

Service - Assets & Property

Team – Facilities Management

Job description ref. - Manager Small Specialist Team ES608

Grade – 13

Organisation Structure

Reporting to: Service Manager Facilities Management

Responsibility for: team of 4 FTE colleagues

Context of Work

Assets & Property

Assets & Property is part of the Place Directorate and is responsible for a range of asset and property related activity including estate management, building safety and compliance, asset strategy, facilities management, repairs and maintenance, and capital construction projects.

As part of the Place Directorate, we contribute to the directorate's goal to create outstanding places and services and play our part in delivering the Place Plan which is a roadmap for the future operations of the Place Directorate up to 2030. Placemaking is at the core of the Place Directorate. We are dedicated to working with our communities to create places where people can live and work comfortably. Places that improve people's wellbeing and maximise life opportunities.

The Council's Strategic Asset Management Plan (SAMP) 2024-2030 as agreed by Cabinet in October 2024 outlines the council's approach to managing its assets. It aims to transform how the council uses its land and property - moving the Council away from being traditional property owners in seeking opportunistic savings and one-off sales, to a more proactive approach as 'place-makers' that considers property as a platform for the delivery of the Council's wider corporate priorities.

The SAMP aims to ensure our assets and property service acts as an enabler for more effective and efficient delivery of council services, and our policies deliver an estate that adapts and responds to this change - one that is leaner and more agile and innovative in the way it supports the delivery of services. Be this through the provision of operational assets to support service delivery, or the management of commercial / investment assets maximising yields and receipts to fund council services.

Our Assets & Property functions are designed to facilitate the delivery of the SAMP 2024-2030 and aligns with the council's strategic ambitions. This includes a strong focus on strategic asset management and a business partnering approach, creating a clear link between asset strategy and assets service delivery.



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Colleagues in Assets & Property teams will need to bring expertise and innovation to their role and will work on local, regional and collaborative projects, often as part of a multi-disciplinary cross functional team.

Facilities Management

The Facilities Management function ensure that the Council's property assets are properly maintained.

The function comprises two key areas of work: operational estate property management and repairs and maintenance.

The operational estate team are responsible for the effective property services approach. The team covers the 'soft' facilities management provision (such as cleaning, catering, caretaking etc). They undertake building compliance checks in EPS buildings, and are responsible for undertaking office moves, setting out meeting rooms, minor repairs (light bulb changes etc).

The Repairs and Maintenance teams are responsible for all the services which relate to the physical fabric of buildings (including mechanical and electrical) and cannot be removed. R&M responsibilities are split in line with the business partner approach, with one team focusing on operational assets, and another on commercial and community assets.

Key Responsibilities

- Work closely with Head of Service and Service Manager for Facilities Management to deliver the Strategic Asset Management Plan.
- Work closely with the Head of Service, Service Manager for Facilities Management and Building Safety Manager to ensure that the council's portfolio of assets are maintained, fit for purpose and meet the relevant standards of Health and Safety and Building Compliance.
- Be responsible and accountable for commercial and community assets and manage a small team of R&M Surveyors each with their own portfolio of commercial and community assets.
- Ensure that the commercial and community portfolio is maintained so as to ensure it is compliant with all necessary HSE regulations and maintained to a suitable condition.
- Ensure that a Hard facilities management service regime is in place both planned and reactive maintenance to allow for the commercial and community portfolio to be maintained in a proper and fit condition
- In conjunction with the Condition and PPM Manager, to plan property repairs and maintenance across the council's estate commercial and community estate,
- Coordinate and oversee the delivery of above referenced plan of property repairs and maintenance across the council's estate commercial and community estate, including regular visits by R&M surveyors and inspection of completed works.
- Support the professional development of the team, monitoring performance against agreed standards.
- Driving continuous performance improvement in service delivery, improving integration and consistency, maximising alternative modes of service delivery



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including digital and other technologies that enhance efficiency to deliver services that meet the needs of users.

- Managing contracts effectively, speedily resolving any issues arising and acting on all customer and staff reports of non-compliance.
- Utilise resources and manage planned maintenance works to make effective use of available finance in order to reduce the existing maintenance backlog across the operational estate to reasonable levels.
- Undertake and put in place and maintain property risk assessments
- Plan, manage and maintain the necessary budgets for management of the portfolio and ensure the service is provided within the necessary budget
- Working with the Operational Assets R&M Manager, commission the necessary services in accordance with procurement policies and contract procedure rules to meet service needs (reactive, preventative and capital works) ensuring that contracts/orders deliver 'value for money', reflect service needs in terms of quality, response, customer service and compliance.
- Where appropriate manage related third parties e.g. consultants, managing agents, contractors etc in delivery of repairs, works and the priority projects and ensure that these are carried out in accordance with the Council's agreed processes and procedures, to the appropriate quality standards, on time and on budget
- Ensure that all internal and external customers, partners and contractors who work with the Council comply with policies on health and safety, diversity and inclusion and risk management strategies.
- Work with the supply chain to harness innovation and deliver social value
- Manage a team of qualified/experienced professionals to deliver the Council's property priorities and ensure that the team is suitably trained, developed and motivated to deliver the Council's plans
- Where necessary and appropriate prepare business cases for investment in individual assets or categories of assets within the portfolio
- Support the delivery of the environmental agenda working closely with the Sustainability team to deliver the action plan and the 'zero carbon' target for Council buildings by 2040 (where appropriate and necessary)
- Benchmark, monitor and measure performance of the team ensuring all key performance measures are being met
- Manage and update property data in relation to your portfolio of assets

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Essential & Desirable Criteria

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.



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Qualifications/ training/registrations	
Educated to degree level, or equivalent experience in a relevant field	Essential
IOSH/NEBOSH qualified	Desirable
Membership of BIFM	Desirable
Experience	
Demonstrable significant experience of managing an R&M team for a similar organisation	Essential
Proven track record of managing the performances of third-party consultants, contractors and other organisations.	Essential
Demonstrable experience of leading a high achieving team	Essential
Proven ability to manage budgets and resources	Essential
Proven track record of managing the performances of third-party consultants, contractors and other organisations.	Essential
Comprehensive understanding and use of digital property management systems	Essential
Extensive senior stakeholder management and experience	Essential
Skills, abilities & knowledge	
Excellent communicator in both verbal and written format, able to facilitate clear, concise and timely communication amongst others	Essential
The ability to assess and understand legal documents including construction contracts, leases, planning and professional appointments	Essential
Excellent understanding of the workings of the Local Authority, its structure and Services.	Essential
A self-starter, highly motivated, enthusiastic, dedicated and driven to achieve high standards and results	Essential
Proven knowledge of performance management techniques and the applications of these in a complex environment.	Essential
An excellent team player who works collaboratively, understands when to seek help if needed and has an ability to support others	Essential
Professional and courteous manner in doing business and dealing with all contacts inside and outside the organisation	Essential
A completer/finisher with a desire to see things through to their conclusion	Essential
High level of political awareness and acumen	Essential
Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change	Essential
Proven ability to deliver technically complex programmes of work to deliver agreed outcomes and objectives	Essential
Able to work at pace and under pressure	Essential
Behaviours	
Respect	
Accountability	
Togetherness	
Openness	



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Curiosity

Travel Requirement

This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

Context statement prepared by:

Manager	Jessica Maskrey, Head of Assets & Property	Date	February 2025
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