



Maintenance & Repair Manager Methodist Ministers' Housing Society

Are you a professional manager committed to people and property? **Methodist Ministers' Housing Society** ('MMHS') is a long-established charity that looks after the housing and housing-related needs of retired Methodist Ministers of limited means. MMHS is looking for an enthusiastic, empathetic and organised person to provide residential property expertise across its nationwide portfolio of 900+ residential properties.

Working for a charity like MMHS is rewarding at several levels. You will be based at well-equipped offices in a pleasant part of London. You will be looking after an immensely varied portfolio. You will be interacting with tenants who, even in their retirement, continue to engage with their communities and work for change in various areas of social concern.

1 JOB DETAILS

Job Title:	Maintenance & Repair Manager
Salary:	£35,000-£45,000pa (depending on experience) + generous pension and other excellent benefits
Contract type:	Full-time, permanent
Closing Date:	4 February 2022
Location:	Office, home-based and on-site
Team/Directorate:	Property
Responsible To:	Property Director
Responsible For:	Maintenance & Repair Officers x2

2 JOB PURPOSE

Provide a high standard, sensitive, efficient, and cost-effective maintenance and repair service to all tenants of MMHS – either direct from internal team or via outsourced contractors and agencies.

Ensure properties are maintained to a good standard in line with MMHS standards and within overall budgetary requirements.

Responsible for all aspects of property compliance.

Ensure all contractors, suppliers and agents meet their contractual commitments assisted by benchmarking and KPIs.

3 KEY DUTIES/RESPONSIBILITIES

Conduct a hands-on operation involving not only management of resources but also analysis of data and communication of information to board level.

Manage the maintenance process of properties to ensure they are fit for purpose and compliant with legislation and health and safety standards.

Manage the competitive selection and performance of contractors, suppliers and agents to ensure value for money and accuracy of service delivery.

Manage the Maintenance & Repair Officers to provide technical advice and assist with more complex repair options to meet maintenance and repair needs.

Attend regular contract meetings with MMHS's contractors and agents to ensure regulations and targets are met.

Manage the insurance claim process to ensure requests follow agreed procedures and accurate repairs are received.

Manage property records and ensure appropriate certification is provided.

Undertake pre- and post-inspections of work across the UK wide property portfolio to ensure works are completed as required and meet service level requirements.

Liaise with the Finance Team regarding tenant contributions to repairs to identify what payments need to be made.

Consult tenants regarding delivery of repairs and maintenance to ensure properties are fit for purpose.

Manage and provide advice to tenants relating to MMHS policy regarding aids and adaptations to ensure MMHS policies are met.

Attend Property Committee meetings to provide updates, KPI reports and specialist knowledge to inform relevant decision-making.

Support the Property Director with the advice and specialist knowledge to inform the development of future strategy.

Manage and collate feedback from tenant satisfaction questionnaires relating to maintenance and repairs, and identify and report on trends to the Property Director and the Property Committee of the Board of Trustees.

Undertake any other duties as requested by management, which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

4 Person specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training.		Courses and training that demonstrate ability to undertake the job effectively.
Experience	Extensive experience of maintenance management in a housing environment such as building surveying and housing management. Remedial works to improve EPC rating.	Demonstrable experience of people management.
Knowledge	Detailed understanding of domestic construction techniques and building regulations. Detailed understanding of gas and electrical regulations. EPC certification.	
Skills	Developed IT skills.	
Personal attributes	Self-motivated. Able to work on own initiative. Attention to detail. Able to articulate and converse at all levels. Personal empathy. Sympathetic to the Christian faith.	
Additional requirements	Requires UK wide travel, therefore must be flexible and able to spend time away from home. Full clean UK driving licence.	

An application should comprise CV and a brief covering letter setting out why you feel you are suited to the role. Send to: jobs@mmhs.org.uk. Closing Date: 4 February 2022