

# Property Maintenance Team Leader

July 2022

An exciting opportunity has arisen for an enthusiastic and self-driven Property Maintenance Team Leader to join Northern Group.

Northern Group is a thriving property company, trading in the fastest developing area of Manchester City Centre - Ancoats Urban Village, providing management services for residential, commercial, and co-working brands.

The successful candidate will be a key member of the maintenance leadership team, as such, we are looking for someone who promotes a positive attitude, is highly organised and looks to deliver a high standard of service to our clients. In return, you would be joining a dynamic property group that values its team and promotes professional growth.

## Key Responsibilities

### Management of Maintenance Team (Internal)

- Identify repairs required across the property portfolio
- Schedule repairs through our internal team, contacting tenants where necessary
- Cost works where required (mid tenancy/end of tenancy tenant costs and external Landlords)
- Schedule and manage caretaker/cleaner schedules
- Act as the contact for the internal maintenance staff and resolve any issues which may arise
- Arrange overtime/cover/out-of-hours cover where necessary
- Produce and assess timesheets ensuring the department is meeting the required targets (KPIs include cost per job, time spent on jobs, downtime etc)
- Authorise holiday and sick leave
- Order stock and parts along with managing stock levels
- Order replacement appliances where necessary
- Order replacement tools along with managing current stock
- Carry out regular meetings with the team to ensure all staff understand their responsibilities and are aware of any updates
- Ensure maintenance across the portfolio has been carried out as per the schedules and required standards
- Carry out regular staff training (H & S and repair standards)
- Ensure each job is assessed for risks, ensure the relevant PPE is provided and produce method statements for high-risk works
- Record any near misses and accidents
- Rectify any staffing issues (HR/staff management)
- Implement and improve processes and procedures
- Recruit new staff

Jactin House, 24 Hood Street,  
Ancoats Urban Village,  
Manchester, M4 6WX

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### **Management of Cleaning Team (internal)**

- Sign off time sheets for each team member
- Arrange overtime/cover where necessary
- Authorise holiday and sick leave
- Complete return to work forms following sick leave
- Ensure cleaning across the portfolio has been carried out as per the schedules and required standards
- Carry out regular staff training (H&S and cleaning standards)
- Implement and improve processes and procedures
- Order stock
- Rectify any staffing issues (HR/staff management)
- Recruit new staff

### **General**

- Work with the Head of Facilities and Maintenance to ensure consistency is maintained within the department during periods of absence (Holiday, Sickness etc)
- Use Klipboard (maintenance software) to ensure sites/locations workflows are updated
- Print and process any invoices relating to purchases

## **Personal Specification**

### **Attributes:**

We are looking for a candidate who will:

- Manage a growing team
- Show ambition to exceed targets
- Be accountable
- Work under their own initiative
- Have a keen eye for detail

### **Requirements:**

- Experience leading a team
- Working knowledge of IT systems
- Full clean driving licence (essential)
- Minimum 5 GCSEs (A-C) to include English and Maths

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## Job Specifications

### Working Commitments:

- Working Hours: Monday to Friday
- Job type: Full-time, permanent

### Other:

- Basic salary up to £30,000 (dependent on experience)
- Attractive and achievable commission structure
- Use of a company car
- 25 days holiday (increasing by 1 day per year of service, up to an additional 5)
- Company social events
- On-site parking

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