

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Regional Maintenance Manager
Location:	Elgin / Aberdeenshire
Team/Directorate:	Investment and Sustainability
Responsible To:	Senior Regional Maintenance Manager
Responsible For:	
Indirectly Responsible For:	

2. JOB PURPOSE

The Asset Management Department's main aim is to provide our customers with a high quality and customer focused service that maintains our homes to the standards our customers expect. This includes a range of functions such as reactive, void, cyclical and planned maintenance work, in addition to providing technical knowledge and support to the Association and its customers. We are a highly motivated team committed to promoting the vision and values of the Association. Our core skills are administration, communication, problem solving, team working and project management.

This role is a key component of the Investment and Sustainability function, providing essential technical expertise across the team. It will drive continuous improvement and deliver a high-quality, customer-focused service. The role will be visible and accountable, ensuring that the services provided are aligned with our organisational values and objectives, represent good value for money, and maintain a consistently high standard.

The focus of the Regional Maintenance Manager post is to oversee activities, manage services and service delivery and, where required, implement or propose changes or improvements.

3. KEY DUTIES AND RESPONSIBILITIES

3.1 Key Responsibilities

Project Planning & Delivery

- Work with our central procurement team to ensure best value when appointing contractors
- Plan and deliver planned maintenance projects within agreed timescales and to budget.
- Monitor project progress, ensuring accurate forecasting, budget adherence, and timely completion.
- Collaborate with our finance team to implement robust financial reporting across all works always adhering to our financial control framework

Property Inspections & Compliance

- Conduct development inspections to assess maintenance needs and ensure statutory compliance.
- Undertake stock condition data validation surveys and report any significant issues.
- Carry out void and reactive repair inspections when required

Procurement & Contract Management

- Work with the Central Procurement Team to ensure all contract documentation complies with legislation.
- Lead Planned Maintenance contractor meetings (such as the grounds maintenance contract) and evaluate contract delivery, incorporating customer feedback to drive improvements.

Customer & Stakeholder Engagement

- Manage customer and staff queries regarding maintenance alterations and additional work requests.
- Partner with staff and customers to ensure transparency and satisfaction in project delivery.
- Liaise with the Investment & Sustainability Coordinator to monitor permissions and maintain accurate records.

Repairs & Technical Oversight

- Lead on complex voids, repairs, and damp/mould issues, ensuring resolution meets KPIs.
- Assist when required on repairs and void issues

- Issuing approval for property amendment via permission requests.
- Provide technical advice and guidance to internal and external stakeholders.
- Support delivery of insurance works, including quotations and supervision.

Adaptations & Grounds Maintenance

- Assist and manage were required on adaptations work, liaising with stakeholders to ensure quality and compliance.
- Oversee grounds maintenance contracts through regular contractor engagement.

3.2 Key Relationships Internal and External Stakeholders

Internal

Head of Investment and Sustainability
Head of Repairs & Compliance
Head of Housing
Compliance Co-ordinator
Repairs and Voids Co-ordinator
Repairs and Voids Team
Housing Managers
Development Managers
Housing Officers
Central Procurement Team
Health & Safety Manager
Senior Regional Maintenance Manager

External

Contractors
Customers
Occupational Therapists
Local Authorities (Councillors, Planning, Building Control, Housing etc)

3.3 Other

- Always apply Hanover’s values and behaviours to every aspect of the role
- Protect and enhance the interests and reputation of Hanover internally and externally.
- Act as a role model and always treat colleagues and customers with integrity and respect.
- Comply with Hanover’s Code of Conduct.

Regional Maintenance Manager

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	Relevant qualification in a construction or maintenance discipline.	Preferred degree level educated and professional qualification in Building Surveying with demonstratable experience Asbestos qualifications (ie- awareness, P405)
Experience	Significant experience in a similar or related role Significant Experience of managing maintenance work across many properties with an allocated region	Substantial commercial experience in a similar or related role.

	<p>Significant Experience of delivering and planning different maintenance projects to a variety of buildings, in time and on budget</p> <p>Significant Experience of financial monitoring and reporting.</p> <p>Experience in creating reporting frameworks and reviewing regularly</p> <p>Experience of contributing towards the development of strategies and demonstrating the delivery of organisational goals</p> <p>Working in collaboration with other teams to delivery an excellent, joined up service to customers, and organisational goals</p> <p>Experience of working directly with customers in a proactive and approachable way.</p>	<p>Proven track record of managing projects across many properties within an allocated region for a significant period of time and of delivering projects on time and to budget.</p> <p>Proven track record of managing projects to social housing properties.</p> <p>Proven track record of financial reporting and managing budgets</p>
Knowledge	In depth technical knowledge sufficient to plan and oversee multi-works contracts	

	<p>In depth knowledge of compliance, current health & safety and CDM regulations</p> <p>Project Management Models</p>	
<p>Skills</p>	<p>Highly Developed Verbal and Written Communication Skills</p> <p>Excellent Customer Service Skills to ensure customers are kept up to date and informed</p> <p>Highly Developed Time Management skills with the ability to manage conflicting priorities.</p> <p>Developed problem-solving Skills</p> <p>Ability to manage a complex workload</p> <p>Highly Developed IT skills and confident using systems</p> <p>Highly Developed skills in project planning and control, review</p> <p>Highly developed skills in reporting and working with other to develop reporting frameworks</p>	

	Developed budget management and forecasting skills	
Personal attributes	Respect Accountability Collaboration Inclusion Flexibility	
Additional requirements	Drivers licence Travel between sites	

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.