

Planned Works Manager

What will you do at CDS and how does that link to our purpose?

You will ensure the provision of an efficient asset management service to CDS owned and managed homes through effective project and contract management. You will be responsible for the full life cycle of cyclical and major works programmes, including kitchen and bathroom upgrades, window and boiler replacements, fire safety improvements and more.

You will make sure planned and cyclical works and contracts are formulated and delivered on time and on budget to agreed standards. Your involvement in these projects will give us assurance that we have achieved value for money and complied with all statutory and regulatory requirements, including those related to health and safety, whilst achieving high levels of customer and client satisfaction. You will find ways to give residents a say in decisions that matter to them and will use our values of being fair, reliable and acting with integrity to inform everything you do.

You will be responsible for carrying out surveys, inspections and reports; preparing specifications and creating schedules of works, monitoring performance and using data and commentary to clearly and effectively report on project progress, contractor performance and outcomes.

What difference will you make?

- Our properties and estates will be safe and well-maintained
- Resident satisfaction with the quality of their home and feeling listened to will increase
- Our asset management plan will be effectively delivered
- Planned and major works projects will be authorised and progressed in line with approved policies, processes and financial regulations
- We will have complete and transparent records for all projects undertaken
- Internal and external stakeholders will always know what is happening with projects that impact them and will be actively involved in the development of plans

We will look to you to

- To lead, develop and coordinate all aspects of multiple planned and cyclical maintenance programmes, including multi-contract projects, to ensure compliance with the agreed project design, technical, financial, legal and programme requirements
- Successfully deliver planned and cyclical maintenance programmes on time and on budget, achieving high resident satisfaction
- Ensure residents have a say in all decisions that affect them
- Maintain relevant Quality Assurance Systems, including drafting procedures
- Ensure the approval process for the procurement of planned works programmes is carried out in line with CDS's financial regulations
- Create accurate performance, progress and cashflow reports monthly
- Embed our organisational values into every aspect of your work, particularly ensuring you are fair, reliable and acting with integrity
- Provide technical reports, appraisals, measurements, costings and estimates, as required
- Identify building defects & take appropriate remedial action
- Prepare accurate cost estimates, specifications, tenders & contract documents & carry out duties of contract administrator
- Supervise contractors' work on site during planned and cyclical programmes, as necessary, ensuring a positive resident experience and quality work
- Manage your time effectively, splitting your time, as necessary, between site visits, meetings, administration and desk work

You will definitely bring

- Relevant professional qualification, preferably MRICS or MCIOB, or relevant degree and equivalent substantial demonstrable experience
- Previous building surveying experience in a housing environment. You will have a compelling track record of project managing and delivering major works contracts
- A strong sense of ownership and responsibility for your work and a commitment to collaborative working with colleagues, suppliers and residents
- Good working knowledge and experience of contract management
- Appropriate working knowledge of Building Regulations, CDM Regulations, Landlord and Tenant law, planning and party wall legislation
- Appropriate knowledge of relevant health and safety legislation and ideally the Housing Health and Safety Rating System
- Experience writing and presenting polished, performance-related information clearly
- Excellent customer service skills and a commitment to work in line with our organisational values of being fair, reliable and acting with integrity
- Experience and ability to use MS Office (word-processing, spreadsheets, databases) in the context of the role and comfort maintaining electronic records and communicating using a variety of methods, including electronically
- An understanding and appreciation of the needs of older, disabled and vulnerable individuals and households
- A commitment to seeking and using customer views in planning and carrying out projects
- Ability to visit project sites and residents in their homes and to inspect all parts of a building
- Full and current UK driving license and regular access to a vehicle

You will be a star performer in this role if you

- Always take time to really understand what is important to all residents affected by your work and look for ways to get residents the things that matter to them
- Have a clear knowledge of current issues affecting social housing
- Have good numeracy and communication skills and experience creating accurate reports
- Enjoy each day being different from the last and thrive in a busy setting
- Are transparent and open, keeping others informed and being sensitive to people's needs

This probably isn't your dream job if you

- Think there is one right way to do things
- Are hit-or-miss at meeting deadlines
- Feel uncomfortable interacting with residents, particularly when they are unhappy
- Prefer to execute your own ideas and get annoyed by having to integrate stakeholder views
- Are slightly disorganised and prefer to complete one thing before starting on the next

You will be responsible for....

Building Surveyor

You will get support from....

Head of Property Services

What we offer:

Salary: £40,000 - £50,000 p.a.
plus, up to 10% bonus
(pro rata)

Other Benefits:

- Contributory pension scheme (Social Housing Pension Scheme up to 10% of salary matched)
- 28 days annual leave (3 fixed, plus statutory bank holidays)
- Health cash plan (non-contributory)
- Employee perks system (Perkbox)
- Eligibility for an annual performance bonus