

Service	Neighbourhood Services and Infrastructure
Head of Service Area	Head of Property, Asset Management and Facilities
Service Manager Area	Property and Capital Programme
Job Title	Team Manager Maintenance and Heritage
Location	OIC, School Place
Reporting To	Service Manager Property and Capital Programme
Grade	G11
Job Evaluation	A5393
Competency Band	C2

Job Purpose

The Team Manager Maintenance and Heritage has an essential leadership role within the Property Services Team responsible for delivering the Councils' Property maintenance and Capital Programme. The postholder will develop, implement and monitor maintenance programmes in conjunction with the Service Manager and will provide budgetary control of the reactive maintenance budget ensuring programme, quality related issues, customer care, specification and safety requirements are met.

The post holder will ensure that Works and Inspections for Council's domestic and non-domestic properties are carried out to best practice. The post holder will ensure that building surveys are available in a timeous fashion for Council properties.

The Team Manager Maintenance and Heritage will develop policies to affirm corporate strategic goals, future service level agreements, provide support and advice as a link officer to other Services and outside local bodies on property related issues and provide a customer orientated service for Council property related issues.

Job Specific Duties and Responsibilities

Act as Employer's Representative to ensure the Council's interests are maintained on construction contracts.

Assist in the development and annual updating of the service plan for Property Services, including the service provision and programming of maintenance and development works.

Administer the day-to-day maintenance of the property portfolio (valued at over £100 Million) to ensure best value.

Co-ordination with the Capital Programme team, providing feedback on matters including Repairs and Maintenance, Utilities, Energy and policies including but not limited to EESSH2

Ensure that up-to-date property information is available from Building Inspectors.

Foster good an open communication at an operational level between the clerks of works, building inspectors and other staff within the service

Ensure that this information is centrally held, and readily/easily made available to all appropriate employees.

Ensure that the Building Surveys are undertaken in partnership with the Service Manager.

Ensure the helpdesk service is effective and monitor performance.

Monitor property plant and equipment for their safe and efficient servicing and use.

Responsible for the management of a professional team to manage site projects and day-to-day maintenance works, ensuring that technical standards and specifications are adhered to.

Develop new sustainable systems for Council properties to minimise energy costs and comply with legislation and regulations such as Scottish Housing Quality Standards Energy Efficiency Standards in Housing, the Climate Change Act 2009 (Scotland) Duties and other relevant energy reduction targets.

Responsible for the implementation and management of Health and Safety at Work considerations within the Maintenance and Heritage team.

Responsible for managing others for the monitoring and upkeep of the Construction, Design and Management (CDM) regulations and receipt of the Health and safety file and its upkeep during the life of the property.

Responsible for managing others for monitoring of Planned Preventative Maintenance (PPM module) such as water safety regulations, fire safety regulations, electrical testing regulations, legionella testing and asbestos management and such other regulations commensurate with the role.

Responsible for managing others to administer the Asset Management database, providing support and direction where required.

Responsible for managing others to undertake property related safety audits in conjunction with the Council's Safety Officer and building user representatives.

Responsible for managing others to provide specialist technical advice to other bodies and Services of the Council. This will include advice on the use and regular maintenance of new and existing properties.

Responsible for the management and delivery of an out of hours service for Council properties and other bodies (such as OHAL) to ensure a rapid response in the event of an emergency. This will include agreements with contractors to ensure disruption to building users is minimised.

Represent the Service at meetings with Members, Council Services, Consultants, Contractors, Housing tenant groups, Community Councils/Groups, commercial undertakings and the public. In doing so develop and maintain high standards of "customer care" in promoting the services provided by the Service. In certain cases, such as The Fuel Poverty Working Group, Scottish Housing Quality Standards and Communities Scotland the Team Manager may represent the Council.

Provide advice to Janitors and School Managers and monitor the work carried out by Janitors in various Council owned properties.

General Duties and Responsibilities

Working Environment

The postholder will predominately be office based/indoors, however the post will involve travelling between locations to undertake work.

Communication

Represent and deliver reports as required in relation to the Maintenance & Heritage Section and where relevant at Committee, Sub-Committee and Working Group meetings of the Council.

Liaise and advising directly with senior personnel in other Services, normally to Head of Service level but often to Corporate Director level, particularly for Orkney Health and Care, Marine Services, Education, Leisure and Housing and Finance.

Managing contact with the public and key agencies including conflict resolution where required.

A major contribution from the Team Manager will be required to promote integrated working in the Service and to develop and promote “customer” responsiveness and Best Value service delivery.

Responsibility for Employees

Line management of the employees in the section of approximately 10 staff, consisting of 1 Senior Surveyor, 2 PPM Team, 4 Building Inspection Team, 3 Heritage Team;

Responsible for applying Council HR Policies and Procedures within the posts areas of responsibility

Manage additional resources provided by external consultants and contractors.

Promote and monitor employee and team development and the highest standards of performance and behaviour.

At all times provide good employee to manager relationships.

Financial Resources

Manage the reactive works costs and monitor all payments and income and ensure they are dealt with in accordance with departmental procedures and the Council's financial regulations.

Manage the Council's reactive maintenance revenue budget of over £1,700,000. Along with the HRA revenue maintenance budget of over £1,700,000

Implement Performance Management Systems with all maintenance contractors including Measured Term Contractors to ensure compliance with financial and contractual regulations. Seek best value in the procurement of building maintenance services.

Facilitate joint working with Orkney based organisations e.g. Health Authority, Orkney Housing Association Ltd and Orkney Islands Property Development Ltd.

Note: Projects and programmes of work can range in value from a few hundred pounds to £60 million. Projects and programmes include: new schools, new swimming pools, new factories, new housing sites including the roads and services infrastructure, replacement roofs, windows, kitchens and electrical systems.

Information Systems

The post holder will be required to use a range of computer packages, including Microsoft Office, the Council's Property Management and Information System.

Corporate Responsibilities

As an employee of Orkney Islands Council; the postholder is required to:-

Observe the Council's policies regarding the data protection and confidentiality of information.

Observe the Council's Health and Safety and Risk Management policies

Be aware and adhere to the Council's policy on Equal opportunities and Diversity.

Undertake any training as necessary to carry out the duties of the post.

Participate in the Employee Review and Development Scheme as appropriate.

Undertake any other work as required up to and commensurate with the grade for the post.

The post holder may be called upon to support the response required to an emergency in line with the Civil Contingencies Act 2004.

Criminal Records Checks - please select the relevant option(s)

- ☐ This post does not require a check on criminal conviction history
- ☐ Under the Rehabilitation of Offenders Act 1974 (Exclusions and Exceptions) (Scotland) Amendment Order 2015 you are required to disclose all criminal convictions from the 'offences which must always be disclosed' list and non-spent convictions from the 'offences which are to be disclosed subject to rules' list.
- ☒ This post requires a satisfactory Basic Police Act Disclosure check.
- ☐ This post requires a satisfactory Standard Police Act Disclosure check.
- ☐ This post requires a satisfactory Enhanced Police Act Disclosure check.
- ☐ This post requires PVG Scheme membership in respect of regulated work with Children.
- ☐ This post requires PVG Scheme membership in respect of regulated work with Adults.

Significant/Regular demands associated with the Role

Task	Relevant (please tick) ✓	Task	Relevant (please tick) ✓
Driving (Car/Van)		Exposure to Excessive noise	
Driving (HGV/PCV)		Use of vibrating tools	
Display screen use	✓	Contact with skin irritants	
Food handling		Contact with lung irritants	
Lone working		Work involving strenuous effort	
Shift working		Working at height	
Night working		Working in static and/or awkward positions	
Working with people requiring physical assistance		Working in confined spaces	
Working with people with challenging behaviour		Sea going post	
Working with vulnerable adults		Wearing breathing apparatus	
Working with children		Working near traffic	
Administration of prescribed medication		Other (please specify)	

Politically Restricted PostYes ☐ No ☒

This post is classed as a politically restricted post under the provisions of the Local Government and Housing Act 1989.

Contractually Required Professional Registration

Holding, maintaining and evidencing as requested registration with the identified professional body/organisation is a contractual requirement of working in this post. The specific level of registration required to be held is specified in the Person Specification under Qualification/Attainments.

- ☐ General Teaching Council for Scotland (GTCS)
- ☐ Scottish Social Services Council* (SSSC) * or other relevant professional accepted by the SSSC.
- ☐ The Law Society of Scotland
- ☐ The Chartered Institute of Personnel and Development (CIPD)
- ☐ Other, please specify below: _____

Unsocial and Other working arrangements relevant to this post

The working pattern for this post requires that contractually you are required:

- ☐ To work on a rota that requires regular 5 day over 7 working including weekends for which you will be paid 10% Unsocial Hours Allowance;
- ☐ To work on a rota that requires regular 5 day over 7 working including weekend and nights for which you will be paid 15% Unsocial Hours Allowance;
- ☐ To work all contracted hour at weekends, for which you will be paid a 25% Unsocial Hours Allowance;
- ☐ To work all contacted hours during the night, for which you will be paid a 33% Unsocial Hours Allowance;
- ☐ To participate in a rota of Sleep In cover at your place of work, for which you can claim sleep over allowance;
- ☐ To participate in a standby duty rota, for which you can claim standby allowance.
- ☒ To work additional hours depending on the exigencies of the services.

Agreement of Job Description (digital electronic signatures only)

Manager: _____

Human Resources: _____

Employee Acceptance of Job Description

Signature: _____ Date: _____

PERSON SPECIFICATION

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Post Title	Team Manager Maintenance and Heritage		
Factor	Criteria	Essential or Desirable	How Assessed
Experience	Extensive experience, at a management level in a building maintenance or facilities and utilities maintenance.	Essential	Application Form and /or Interview
	Significant post qualification experience in the building and/or property maintenance industry, dealing with Contractors and consultants.	Essential	Application Form and /or Interview
	Working within a project team to achieve quality and performance criteria.	Essential	Application Form and /or Interview
	Experience of managing employees.	Essential	Application Form and /or Interview
	Experience of project management.	Essential	Application Form and /or Interview
	Experience of management in local government and financial procedures	Desirable	Application Form and /or Interview
Knowledge	The minimum knowledge required for this role can be evidenced by either: <ul style="list-style-type: none"> Holding a qualification in Building Maintenance or Facilities Management at SCQF 8/9 i.e. SVQ4, HND, General Degree, Higher Apprenticeship, Technical Apprenticeship. Having a minimum of 5 years previous relevant experience, as detailed in the experience section of this person specification. 	Essential	Application Form and /or Interview
	Membership of an appropriate professional body e.g., RICS, CIOB or RIBA	Essential	Application Form and /or Interview
	NEBOSH Level 3 Certificate in Construction Health and Safety, or equivalent.	Desirable	Application Form and /or Interview

	A qualification in Management.	Desirable	Application Form and /or Interview
Other Requirements	Ability to travel efficiently and effectively between various work locations within Orkney to meet the operational requirements of the Service.	Essential	Screening question

Core Competencies – These are the target behaviours the post holder should display (Competencies are Essential criteria and are assessed as part of the interview process)	
Being Customer/client focused	<ul style="list-style-type: none"> • Manages complex customer/client relationships. • Ensures regular contact with customers/clients is maintained until problems are resolved. • Consults on service provision and uses feedback to implement service improvements. • Develops and reviews quality standards for service delivery. • Manages customer/client expectations and conflicting needs.
Working effectively with others	<ul style="list-style-type: none"> • Builds and maintains constructive working relationships with other teams and groups. • Encourages equality and diversity in the workplace. • Treats people at all levels of the organisation with respect and values their abilities and contribution. • Tackles difficult issues of harassment, victimisation and racism in the workplace. • Facilitates open discussions and resolves conflicting views. • Creates opportunities to build and develop networking contacts throughout the Council to exchange information and ideas.
Managing Change	<ul style="list-style-type: none"> • Helps others to understand and address their concerns about change. • Proactively sells and champions change programmes to others. • Manages major conflict which could prevent changes being implemented. • Asks incisive questions to open up creative thinking and fresh ideas. • Assesses the impact of change and puts measures in place to minimise risk. • Plans the communication of change to explain what is different and what is the same.
Taking ownership and responsibility	<ul style="list-style-type: none"> • Creates a sense of urgency about a situation when deadlines are slipping. • Ensures actions which are down to others take place as necessary and/or expected. • Takes advantage of opportunities to influence future events. • Commits to own continuous improvement. • Is prepared to go beyond what appears to be required in the interests of the organisation. • Motivates individuals and groups to be proactive even when meeting resistance. • Keeps promises and honours commitments.
Communicating effectively	<ul style="list-style-type: none"> • Chairs meetings and facilitates groups effectively. • Conveys difficult messages and gains acceptance. • Diffuses conflict in a constructive and non-threatening manner. • Presents information in a persuasive and convincing manner. • Asserts own opinions and expertise in tough situations. • Is highly self-aware and sociable, buoyant and positive when communicating with others.

Planning and decision making	<ul style="list-style-type: none"> • Goes beyond information presented, and probes to get to the root of a problem, analysing cause and effect. • Balances strict technical interpretation of issues with the need for practical solutions. • Makes decisions that take account of multiple stakeholders. • Properly considers service cost and resource implications when making judgements. • Makes tough or unpopular decisions when required. • Anticipates future/issues and amends plans accordingly.
Leadership	<ul style="list-style-type: none"> • Motivates and drives teams to achieve service objectives. • Stimulates challenge and constructive debate within the team. • Spots talent and gets the right team together, designs and constructs a team to make best use of member's abilities. • Ensures constructive review takes place rather than apportioning blame. • Leads without interfering, steps back and trusts people. • Reinforces acceptable behaviours and values of the Council. • Takes equal responsibility for the team's success and failures.
Managing performance and developing others	<ul style="list-style-type: none"> • Holds managers accountable for their own and team performance. • Encourages suggestions from managers/people to improve systems and processes. • Ensures managers/people have the appropriate knowledge, skills and experience to deliver results and cope with change. • Actively encourages and helps managers/people realise their potential and career aspirations. • Sets team objectives and instils desire to exceed targets. • Ensures key measures are in place including efficiency and where appropriate productivity.
Political sensitivity	<ul style="list-style-type: none"> • Recognises service/Council wide constraints – what is or is not possible in different circumstances. • Uses service/Council wide relationships to get things done. • Accepts that the political decision-making process of the Council will influence the service. • Demonstrates awareness of political and community issues relating to local government.