



Coventry City Council

Job Description

Job Title:	Maintenance Operations Manager	Job Number:	D2912D
Services:	Facilities Management	Post Number:	1024221
Location:	Whitley Depot/ One Friargate	Grade:	9

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Under the general direction of the Head of Facilities Management

Lead and direct the DLO Repairs and Maintenance Service and sub-contractors, to ensure an economical, effective and efficient service to maximise the income to the division and client service delivery

Contribute to the development of service policy initiatives, the commercial viability of the function and their overall development, as a member of the Senior Management Team.

Main Duties and Responsibilities:

1. To be responsible and accountable for the successful day to day management of Repairs and Maintenance Section co-ordinating activities to maximise effectiveness, efficiency and profitability.
2. Prepare and maintain an overall Business Plan for the section to assist with the maintenance of a stable workload, effective work planning and high quality of service delivery to meet customer expectation. Be responsible as budget holder for the sections c £5m trading budget.
3. Monitor and control the operation to promote and maintain operational effectiveness in terms of work planning, programming and delivery.
4. Ensure that suitable staffing levels are maintained in order to deliver services in compliance with statutory requirements and Service Level Agreements (SLA's).
5. Formulate policies and strategies to ensure the long-term viability of the service, advising and assisting the Head of Service as appropriate. Devise and implement marketing strategies to seek and assess new markets for work and to maintain the DLO's existing customer base.

6. Ensure strict compliance with all contractual, legal and financial order requirements of the Division including Rules for Contracts.
 7. Review the effectiveness, efficiency and overall direction of the service to ensure a high quality and responsive service is provided at all times. Liaise on a regular basis with main clients, to ensure good contractor/client relationships to ensure the best interests of the division.
 8. Promote and maintain high standards of workmanship and work performance from all operatives and staff in all areas of responsibilities.
 9. Contribute to the development of policy initiatives as a member of Management Team and lead on one-off projects on behalf of the Head of Service to ensure continued success and development of the section and division.
 10. Deputise for the Head of Service at working groups on collaborative working with other Local Authorities, Corporate Trade Union forums and other groups relating to the service as necessary.
 11. Promote and maintain appropriate standards of Health and Safety on all sites and workplaces, ensuring that all legislative and Council guidelines and controls are complied with.
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Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:	Service Manager, Planners, Purchasing Assistant,	Responsible to:	Head of Facilities Management
Date Reviewed:	June 2015	Updated:	October 2021



Coventry City Council

Person Specification

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Area	Description
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Knowledge:	<p>Knowledge of all Building Services maintenance activities.</p> <p>Effective Human Resource Management practices.</p> <p>Resource management practice and techniques.</p> <p>Financial management.</p> <p>Quality management and performance standards</p>
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Skills and Abilities:	<p>A high level of presentational and interpersonal skills with the ability to communicate effectively, both orally and in writing, to a wide range of audiences.</p> <p>To have proven leadership skills and to be able to work under pressure.</p> <p>A high level of analytical skills, with the ability to exercise sound judgement and produce creative solutions to problems.</p> <p>Meet deadlines and direct best practice quality service delivery.</p> <p>Develop customer communication skills.</p> <p>Resource management planning.</p> <p>Negotiation; and decision making skills, with the ability to provide clear direction in problem solving and dispute resolution.</p> <p>Manage and monitor operational and financial plans and be IT literate</p>
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Experience:	A minimum of 5 years management/supervisory experience
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Educational:	A management qualification relevant to the trade or business and/or relevant professional qualification and/or relevant experience.
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Special Requirements:	Current driving licence
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