



Job Description

Job Title: **Facilities Lead**

Reports to: **Head of Property and Asset Management**

Direct Reports: **Facilities Officer x 3, Facilities Support & Parking Coordinator & Quality Control Officer**

Overview

Andium Homes is Jersey's largest landlord, and manages more than 4,700 rental properties, providing excellent and affordable homes and highly valued landlord services for more than 10,000 islanders, alongside an annual programme of assisted purchase sales. We are also Jersey's largest developer with a programme of investment which will deliver at least 2,000 new rental and 1,000 new first-time buyer homes by 2030.

Andium Homes is a not for profit housing provider owned by the Government of Jersey. All our revenue comes from the rent paid by our tenants and our property sales, and we return £30m to Government each year.

With a challenging Business Plan to deliver, and plans for significant growth, we are looking for excellent, client focussed individuals to supplement our dedicated team of housing professionals.

Our Vision

- "Great homes and services for all who need them"

Our Values

- **Client obsessed;** We are obsessed with delivering an excellent and consistent client experience – every time!
- **Results driven;** We work hard to deliver tangible, commercial and sustainable benefits to our clients' and for our Island, in collaboration with our key stakeholders.
- **Passionate;** we are passionate, dynamic, and proud to be part of Andium Homes
- **Resilient;** We are resilient, positive, and self-motivated when working in a fast paced and ever-changing landscape.
- **Courageous;** We are courageous, pro-active and enjoy pushing the boundaries, in design, innovation and service delivery.
- **Act with integrity;** We act with integrity and honesty and build mutual trust and respect amongst ourselves, with our clients, our Guarantor, and other stakeholders.

The Role

The Facilities Lead is responsible for both management and the ongoing delivery of all response repairs, void refurbishments (vacant properties), office maintenance and parking management. The role will be responsible for ensuring the Repairs and Void Teams are continually meeting targets and maintaining our homes to the highest possible standard.

The role will ensure that clients have repairs carried out to their homes to the highest quality and standards, in a timely manner in line with the contract, optimising the client experience. Value for money is at the centre of all our activities and the postholder will oversee the efficient delivery and operation of best practice 'price per property' partnering contracts with our external agents.

The Facilities Lead will be responsible for a team who deliver the void refurbishment and response repair functions as well as other contracts or projects allocated to the team by the Head of Property and Asset Management.

Maintaining Andium Homes' housing stock to a high standard is driven by the stock condition database. The role will involve researching, collating, procuring and delivering work specifications through to completion, ensuring full compliance with best practice, statutory requirements, financial guidelines and the successful delivery of works to defined time, cost and quality parameters.

Job Specific Outcomes

- **Team Management** - Manage the team on a day to day, lead and support the team in hitting their corporate and personal goals. Overall responsible for the development and performance management of team members in line with our internal policies and procedure. Act as role model for the team, ensuring you uphold our core values in all interactions you have with your team and key stakeholders.
- **Repairs Delivery** – Manage an ongoing repair and maintenance regime of building components when they become broken or defective, ensuring that the Andium Homes Standard is met. This will involve managing a high quantity of repairs through to completion, and employing specialist professionals where necessary;
- **Void Refurbishments** – Manage the team in the delivery of void refurbishments within the turnaround times as stated by the business plan;
- **Safety** – Monitor and promote safe working practices on our estates and maintenance programmes in accordance with our responsibilities under the Health & Safety at Work (Jersey) Law, 1989. Actively promote the ethos and principles of the Considerate Constructors Scheme.
- **Delivery of Decent Homes** – Maintenance 100% decent homes year on year through the delivery of all contracts;
- **Contractor Performance** – Monitor and ensure contractors are performing in line with the contract requirements;
- **Budget Management** – Financial control of all contracts, to ensure timely delivery to agreed cost and quality standards;
- **Contract Administration** – Manage and administer all allocated service level agreements and building contracts, including documentation all certification and notices required in line with the contract;
- **Relationship Management** - Secure, manage and develop effective professional working relationships with contractors, consultants, statutory authorities, clients and other project stakeholders;
- **Seek to Innovate** - Deliver best value for money projects through innovation and discovering new, relevant and more efficient technologies that provide a better service to our clients;
- **Stakeholder Engagement** – Researching and developing social housing best practice service provision in partnership with Andium Homes' clients. Gathering satisfaction data to help develop services that are tailored to deliver client expectations. Take full ownership of allocated projects and act as principal point of contact for all stakeholders;
- **Database Administration** – Ensure the database is kept up to date in terms of attributes and components and drive towards real time reporting;
- **Key Performance Indicators** – Manage, collect, and report all key performance data across all projects managed.
- Perform any other reasonable duties assigned by management

Knowledge, Skill & Qualification & other Key requirements

- A degree or equivalent from a construction related qualification, with intent to further develop learning via membership of a relevant professional body.
- **OR** A minimum of five years' experience in the construction industry focused on continual improvement on service delivery
- Proven ability to manage and write specifications and contracts
- A proven ability to assimilate large amounts of data and information
- Excellent client service skills
- Excellent and balanced communication skills, both verbal and written
- Excellent prioritisation skills
- Excellent organisation skills
- Team player
- Computer literacy, especially in the Microsoft Office Products, is essential together with the ability to be able to master bespoke packages with training.
- The candidate must demonstrate an understanding and alignment with Andium Homes values and attributes and behaviours that evidence an ethos suitable to the diversity of challenges encountered by the company.
- Entitled to work residential status
- Clean Drivers licence

Benefits

- Competitive Salary
- Agile working
- Training & Development
- Enhanced statutory benefits:
 - 25 Days holiday
 - 12 Weeks parental leave
- 16% Pension
- Comprehensive Private Medical (Axa) & Dental (Denplan) cover
- Parking in town, if required
- Retail & Leisure corporate discounts
- Social events
- 37 hours per week Monday to Friday

Subject to change

This job description is not contractual and may be subject to change without notice

Failure to fulfil the requirements of the role outlined above may lead to formal action.