

Job Description

Job title:	Building Services Manager
Reports to:	Head of Property Services
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

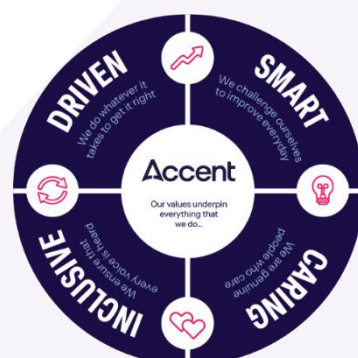
Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As the Building Services Manager, you will lead and manage the regional technical team responsible for delivering Accent's, responsive and void maintenance services. This role serves as the regional technical lead for health and safety, contract management, and leaseholder consultation for relevant contracts. You will be at the forefront of improving lives by ensuring our properties are well-maintained, our customers are satisfied, and value for money is achieved across our maintenance programmes.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As the Building Services Manager, you will demonstrate a commitment to these values in all aspects of your work. You will lead with a customer-first mindset, striving for continuous improvement in both service delivery and team performance. By actively engaging with internal and external stakeholders, you will ensure that we meet our key performance indicators while upholding our commitment to health, safety, and quality. Your leadership will reflect Accent's core mission of enhancing lives and building thriving communities. You will inspire your team to deliver outstanding service, ensuring that our maintenance programs are efficient, cost-effective, and focused on meeting the needs of our residents. Through your leadership, you will foster an environment that supports inclusivity, collaboration, and a shared drive for excellence.



Key Responsibilities and Duties

- Develop and deliver Accent's responsive and void maintenance services across the region, ensuring alignment with health and safety standards.
- Lead and manage a regional technical team, ensuring the availability of sufficient maintenance surveyor resources to deliver customer-driven maintenance programs.
- Act as the Contract Administrator, managing relationships for regional contracts ensuring successful contract management and performance management are at the heart of what we do.
- Ensure service delivery meets contractual KPI's and offers value for money.
- Focus on Health and safety and ensure that all contracts that we use are safe for customer, colleagues and operatives by leading rigorous checking processes and contract onboarding.
- Monitor and respond to contractor variation requests, ensuring approval processes are followed, and systems are updated with accurate information.
- Be responsible for budget management and accurate payment processing of all invoices for responsive repairs and void maintenance.
- Contribute to the Asset Management strategy by monitoring repair types and frequencies, informing the development of planned work programs.
- Ensure value for money by using appropriate schedules, quotations, and materials for the maintenance of Accent's assets, while maintaining high standards of customer service.
- Use reporting and other tools to monitor and measure performance against KPI's and use data to support continuous improvement.
- Oversee stock condition surveys, ensuring accurate recording on the Asset Management System and meeting agreed targets.
- Work with the Head of Property Services to review and improve maintenance processes and strategies, enhancing efficiency, value, and performance.
- Analyse demand data and trends to identify potential risks and opportunities for improvement
- Support the lettings process by managing voids efficiently, ensuring timely completion of quality repairs and certification requirements.
- Engage with customers to gather feedback on service quality and materials, using this feedback to drive continuous improvement and enhance customer satisfaction.
- Resolve customer complaints promptly, documenting investigations and outcomes accurately, including disrepair and health and safety issues.
- Be part of the out of hours rota as an escalation point to support customers during emergencies that are outside of regular working hours.
- Coordinate insurance claims by ensuring surveyors collect and provide accurate data for the Insurance Team.
- Ensure the team conduct the required number of post inspections of repair works orders to meet quality assurance requirements

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Provide feedback directly to colleagues and leaders in a positive and proactive manner when there may be an opportunity to improve behaviours.

- Act with integrity towards peers and colleagues and not engage any disrespectful behaviours.
- Invest in my own personal development and development of my teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, we create safe spaces where every voice is heard and respected across the whole organisation.
- Align actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- HND/HNC or a similar professional qualification (e.g., City & Guilds) or substantial experience in property management.
- Strong communication skills, including the ability to write clear and concise reports.
- Proficiency in MS Office and other relevant software for property management.
- Problem-solving skills with a track record of resolving complex construction and maintenance issues.
- Leadership and team management experience within a construction or property maintenance environment.
- Knowledge of current legislation concerning landlords' obligations and health and safety in property maintenance.
- Understanding of leaseholder consultation processes and relevant legislation, such as the Party Wall Act.
- Excellent customer care skills with a commitment to equality, diversity, and inclusion.
- This role requires extensive traveling across our Accent sites and estates and so a full UK driving license and access to a vehicle is required

The added extras:

- Experience with asset management systems and the development of long-term maintenance strategies.
- Project management certification or experience in delivering maintenance and property management projects.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.