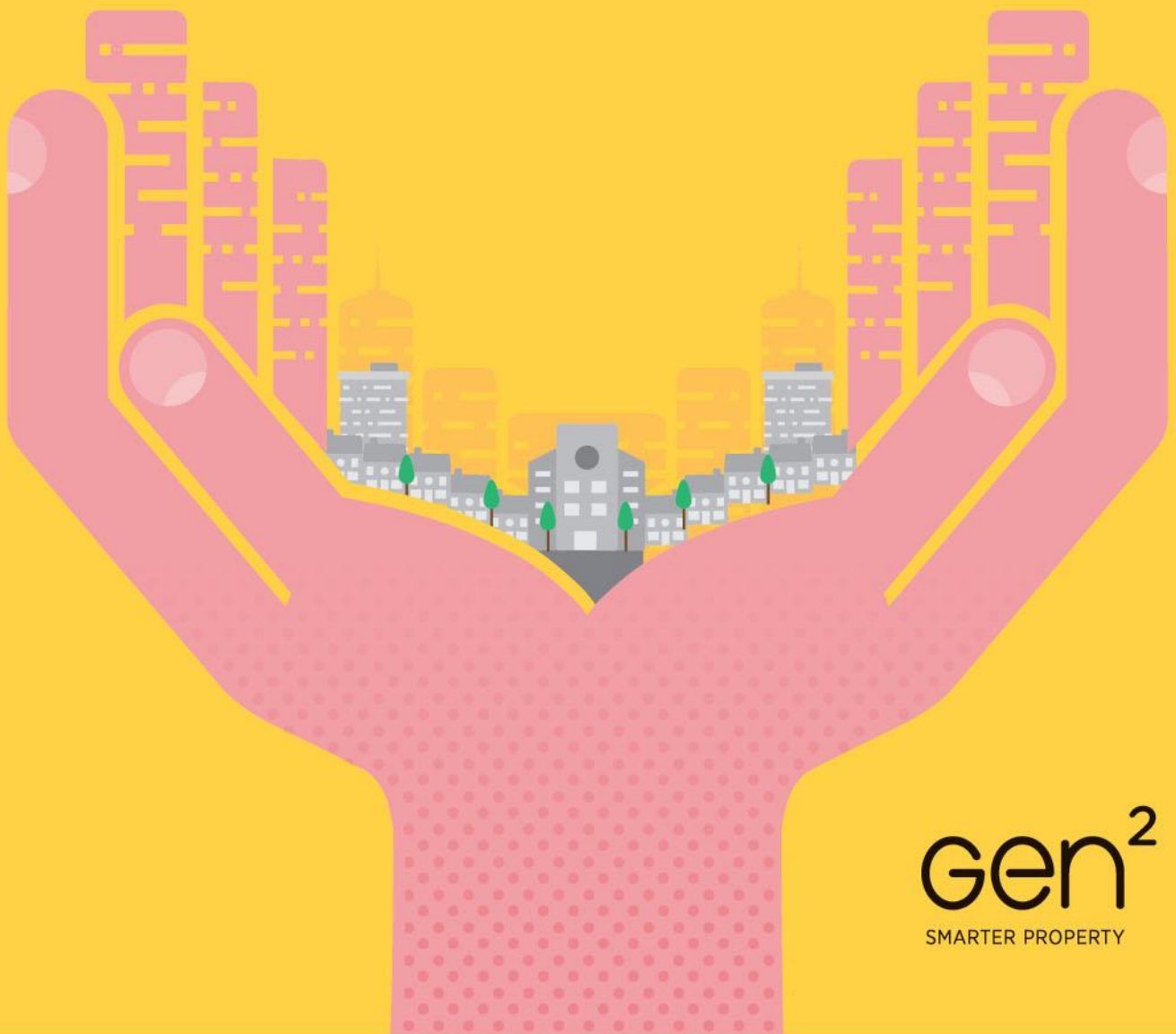


# Technical Maintenance Manager

INFORMATION, JOB DESCRIPTION & PERSONAL SPECIFICATION



Gen<sup>2</sup>  
SMARTER PROPERTY

# Technical Maintenance Manager

## Information, job description and personal specification

This purpose of this document is as a guide to provide prospective applicants with details of the company; what you can expect when you work for us; requirements of the role; and skills and competencies that we will be looking for in a potential employee of the company.

### Who we are

GEN<sup>2</sup> are trusted public sector property experts.

We're transforming the management of public buildings and spaces for current and future generations through our inside knowledge of the sector.

And we're growing. Having successfully secured a five-year agreement with Kent County Council's infrastructure division and securing new clients, GEN<sup>2</sup> is looking to expand its talented team of property professionals.

We manage 1,800 properties with a combined value of £1.87bn and have delivered £535 million of capital projects over the last three years. Our team of experts enable and facilitates the delivery of a diverse range of services for the public sector across London and the South East.

GEN<sup>2</sup> are driving innovative new changes to support the need to deliver services differently. We are keen to work with an exceptional individual who has the energy, drive and ambition to help us do things differently.

Someone who shares our commitment to improving public services and who is able bring skill and commercial awareness to ensure we deliver value for money and maximise clients' assets.

### Our Vision

Our vision is to be the trusted property services advisor of choice to public sector clients in London and the South East. We understand our client's needs and objectives and our work supports the delivery of social and financial value. We do this by delivering excellent standards of service, in a commercially aware but ethical manner.



## JOB & BENEFITS SUMMARY

**Job Title:** Technical Maintenance Manager

**Job Type:** Full Time, Permanent

**Reporting to:** FM Manager

**Location:** Based at Maidstone, Kent.

**Salary:** Negotiable

### Purpose of the Job

Direct, manage and provide advice on behalf of Gen<sup>2</sup> Property on all aspects of building services, ensuring that all associated work is delivered to time, cost, quality and statutory requirements. Ensure all Corporate Property standards and policies and all legislative requirements are met and are up to date on all Property led projects and activities, including those delivered by TFM and other suppliers. Provide building services technical support to all stages of project lifecycle including scoping and specifications, procurement and tender review, review of plans of work, technical reporting and management data, checking physical work and invoice substantiation and verification. Liaise with clients, consultants, contractors and end users on technical issues and promote best practice in this area.

### Main duties & responsibilities

1. Be responsible for safety in relation to assets and work managed by the Property team and its suppliers.
2. Direct, manage and provide advice on behalf of Property on all aspects of building services, ensuring that all associated work is delivered to time, cost, quality and statutory requirements. Keep an oversight and programme level steer on all technical work carried out – including collating and reviewing supplier plans and processes for planned and reactive work to ensure that risk in this area is mitigated as far as reasonably practicable. To approve, track and report on FM and project spend.
3. Work closely with the Compliance, Reporting and Risk team on aspects of statutory compliance to ensure a joined-up approach to the management of statutory services.



4. Ensure all Corporate Property standards and policies and all legislative requirements in relation to technical work are met and are up to date on all Property led projects and activities, including those delivered by TFM and all other suppliers.
5. Support the TFM/PFI Contract Managers, Contract Officers, Project Managers and Portfolio Managers by providing technical support to all stages of any project lifecycle including scoping and specifications, procurement and tender review, review of plans of work, technical reporting and management data, checking physical work and invoice substantiation and verification.
6. Be responsible for the collation and validation of management information regarding the performance of contractual activity and technical standards, and ensure interventions are achieved where necessary and corrective action is taken where required. Orchestrate investigations into disputes/complaints regarding the delivery of servicing works under the contract and ensure satisfactory resolution is achieved, liaising with clients, end users and consultants as appropriate.
7. Drive value from supplier relationships in the area of technical work, demanding performance and orchestrating change in order to improve delivery.
8. Raise awareness of statutory compliance for technical services and required actions associated with this, in order to help mitigate the risk of problems across the KCC and other customers' estate – in particular working with schools and all building managers. This may include the delivery of training.

*This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.*

## PERSONAL SPECIFICATION

The following personal specification outlines what we are looking for in an applicant. Applicants should describe in their application how they meet these criteria.

Applicants who have a disability and who meet the criteria will be shortlisted.

QUALIFICATIONS	<ul style="list-style-type: none"> <li>• Educated to degree level in a building related field or equivalent, or suitable building industry qualification commensurate with the post or significant industrial experience in a relevant field</li> </ul>
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EXPERIENCE	<ul style="list-style-type: none"> <li>• Proven track record of contract management and/or supply chain management</li> <li>• Proven track record in managing supplier performance</li> <li>• Proven track record in budget management</li> <li>• Proven track record in managing technical services or building service</li> </ul>
SKILLS & ABILITIES	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills (both written and oral) and relationship building ability</li> <li>• Commercial acumen and entrepreneurial/innovative approach</li> <li>• Negotiating skills</li> <li>• Strong technical skills relating to building maintenance</li> </ul>
KNOWLEDGE	<ul style="list-style-type: none"> <li>• Key construction and facilities management/PFI contract types and the management approaches required for each</li> <li>• Supply chain business models</li> <li>• Procurement regulations</li> </ul>
VALUES & BEHAVIOURS	<p><b>Open</b> Acting with integrity, honesty and transparency; healthy attitude to risk; welcoming and expecting change and evolving technology; working in new ways; willing to learn; working collaboratively; treating people fairly and with respect.</p> <p><b>Invite Contribution and Challenge</b> Working innovatively to find new solutions that put the interests and wellbeing of customers first; open to challenge and actively encouraging and expecting contribution.</p> <p><b>Accountable</b> Self-sufficient, taking personal and professional responsibility for actions; looking for ways to save money; looking for commercial opportunities, outcome focused.</p> <p><b>Professional</b> Employees are expected to maintain the highest professional and ethical standards.</p> <p><b>Commercial</b> Employees should provide optimum financial outcomes for our clients.</p> <p><b>Collaborative</b> Employees work with clients to achieve success.</p> <p><b>Innovative</b> Employees deliver smarter property solutions.</p>

