

Job Description: Head of Direct Labour Operatives (Medra)

Responsible to: Director of Property Services

Responsible for: Medra Manager (and all Medra staff), as well as management of sub-contractors used.

Overall Purpose:

The post holder will have a mixture of commercial, strategic and professional experience in order to be the strategic leader of the Gwasanaethau Medra Services, bringing exceptional industry knowledge to deliver exceptional service to tenants and other clients. Working with Tai Ceredigion's Director of Property Services, the post-holder will develop Medra into an efficient, but caring enterprise whose primary function is to provide excellent value for money in all aspects of maintenance, as well as explore new-build opportunities for Tai Ceredigion and other organisations in the operational area.

The post-holder will harness new technology to improve the service, whilst keeping firm control of costs and performance. The post-holder will prepare monthly reports to Tai Ceredigion's Executive on customer satisfaction, appointments made, costs, and performance, whilst ensuring that staff are given the autonomy to perform and deliver Medra's vision. New business opportunities will be explored and an evaluation undertaken of any growth opportunities.

Key Responsibilities – Functional

1. The post-holder will take the strategic and commercial lead on Gwasanaethau Medra Services, reporting to the Director of Property Services, but also presenting monthly reports to the Executive Team, and preparing and presenting progress reports to Tai Ceredigion's operational Board of Management. The post-holder will provide clear leadership and will evaluate new business opportunities and ensure that the current services being provided are efficient, competitive, and provide a first class service, with each team member taking responsibility for what they do, and take the upmost pride in their work.
2. The services being provided consist of responsive, planned and cyclical maintenance, with servicing, grass cutting and cleaning, as well as legionella testing, play ground inspection reports as well as fire alarm testing, as well as void property works and even new build development. As head of Medra, the level of service provided, as well as customer care and financial accountability are key drivers for success, as well as the usual time, cost and quality factors.
3. The post-holder will also be responsible for updating the Medra Business Plan on an annual basis, and will provide an annual outcomes report against the targets set

within the business plan.

4. The post-holder will provide strategic direction and guidance to The Medra Building Services Manager, Team Leaders and staff within the teams, ensuring that they provide an efficient, first class customer focused service. The post-holder will also play a pivotal role in expanding the services and client base already in place, and look at opportunities to maximise the income for Medra utilising the building and maintenance expertise that exist in house, ensuring that all team members are up to date with current health and safety and other legislation and training.
5. Prepare monthly reports on progress against performance targets, financial performance and customer feedback on medra to the Director of property Services for presenting at Executive team meetings.
6. Ensure that all staff and sub-contractors are managed effectively, and work to current health and safety legislation and best practice. Manage sub-contractors, ensuring that their programmes are achievable, ensuring that costs are within the defined parameters, and that the Medra staff in the team liaise with the tenants, the construction team and oversee the work. Resolve all contractor and tenant issues, ensuring that all payments are made on time and all performance information is collated and analysed in order to improve performance and tenant satisfaction. Ensure that any work that is below standard is rectified by the relevant contractors at their own costs.
7. Ensure that all work is commissioned effectively in accordance with best practice and the Association's policies and procedures providing a high level of customer satisfaction.
8. Collaborate fully with the Senior Assets Surveyor and his team to ensure that Tai Ceredigion provides an excellent service to its tenants and stakeholders.
9. Ensure that all current health & safety legislation is adhered to, with method statements and risk assessments undertaken where appropriate, as well as asbestos surveys and all necessary precautions undertaken.
10. Lead on initiatives to deliver business improvements, such as promoting a customer and performance focused culture within Medra

Performance

1. Seek to develop Gwasanaethau Medra Services to be an efficient and effective team, that are able to respond quickly to tenants needs, whilst being commercially driven.
2. Work closely with the Team leaders to up-skill where required to ensure that a high level of customer care is achieved in every aspect of the work.
3. Ensure that all Void properties are turned around quickly within the re-let standards, and that any special projects are monitored on a regular basis, with formal reviews undertaken once each project is completed in order to evaluate the benefits and costs involved with each project.
4. Ensure that all tenants are satisfied with the refurbishment works to their homes, and being kept informed throughout the process, with any element of works that is not completed to a high standard is remedied immediately.
5. Lead on a monthly performance and budget meeting.

6. Monitor the performance of each employee and contractor, ensuring that the service provided is of high quality and is responsive, capturing and recording performance indicators
7. Ensure that all works and materials are procured in accordance with Tai Ceredigion's procurement and asset management strategies
8. Follow the framework of performance management and monitoring, championing best practice and a high level performance culture throughout the Association.

Key Responsibilities - Corporate

1. To provide excellent customer service to internal and external customers.
2. Ensure that all work is undertaken in accordance with the current health and safety legislation and undertaken in a diligent manner, considering tenant's cultural and diversity needs are managed and identify and implement opportunities for making best use of all resources.
3. Ensure that Tai Ceredigion and its staff comply with best practice, data protection and other legal requirements..
4. Ensure that you work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
5. In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
6. To carry out such other duties and responsibilities as may reasonably be directed by the Director of Property Services and other members of the Executive Team.



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Person Specification: Head of Medra

All criteria are essential unless indicated otherwise

Qualifications

- BSc in a Quantity Surveying or Project Management or similar qualification
- Evidence of continually developing professional knowledge

Experience

- Experience of managing a similar range works packages on time, on budget, with high level of customer satisfaction
- A track record of a High level of customer care.
- A track record of getting works done right the first time
- Previous experience of successfully managing a team
- Providing a customer focused service
- Achieving challenging targets and objectives.
- Evidence of achieving excellence in the delivery of services and commitment to continuous improvement

Knowledge/Skills

- Excellent technical ability, with good knowledge of the building regulations and planning requirements
- Possess good construction knowledge including health and safety legislation, fire safety, and CDM Regulations. A positive and proactive problem solver with excellent decision making skills, with the ability to offer creative solutions to complex property related scenarios. You will show a real commitment to delivering a high quality service and to equal opportunities for all.
- Ability to work alone, and in a team, with excellent communication skills
- Ability to identify building defects and their remedies
- Budgeting and financial skills
- A keen interest in the local construction sector
- Up to date health and safety knowledge
- Have interpersonal skills
- Sound knowledge of performance management and how this contributes to business success
- Ability to plan, organise and prioritise effectively, in order to achieve targets and meet deadlines
- Sound verbal, reasoning and written communication skills

Leadership and Management

- Promotes equality and diversity in all aspects of employment and service delivery
- Ability to manage works efficiently
- As a line manager, to ensure that the organisation's equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.

Personal Qualities

- A strong commitment to high quality customer service
- Have good interpersonal skills and knowledge of the construction sector locally and Nationally
- Adopts a flexible approach to the requirements of the job
- .Adapts positively to change, with a strong desire to learn and develop Tai Ceredigion Cyf