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Repairs Manager

September 2024

An opportunity has arisen for a Repairs Manager to join our growing team.

Northern Group is a thriving property company, trading in the fastest developing area of Manchester City Centre, Ancoats Urban Village. Operating residential, commercial, and co-working brands.

We are looking for a candidate to promote positive attitude, be highly organised and deliver a high standard of service to our clients. In return, you would be working for a dynamic and ambitious company, who values its team and promotes personal and professional growth.

Key Responsibilities

As a key member of the Facilities team the Repairs Manager will lead and manage a highly professional service, working in close liaison with the Head of Facilities ensuring our repairs team run in an effective and efficient manner.

**The role holder will:**

* Oversee the delivery of operational activities such as, Management of Responsive, Planned and EOT ( End of Tenancy) Programmes.
* Oversee the Scheduling of caretaker / cleaner schedules
* Operational control, ensuring all activities are conducted safely and to a high standard.
* Ensuring prompt and effective resolution of repair issues, minimizing downtime and disruption.
* To develop and implement strategies to improve service delivery and team performance.
* As a People Manager, your role will centre around fostering an environment where team members can thrive, develop, and achieve their professional goals.
* Provide guidance, support, and development opportunities to team members.
* Conduct regular performance reviews and implement training programs to enhance skills and knowledge.
* Calculate costs and completion of finance sheets where needed.
* Produce and assess timesheets ensuring the department are meeting the required targets.
* Maintaining the maintenance software, ensuring sites/locations and workflows are updated where needed

Attributes:

We are looking for a candidate who will:

* Offer first-class customer service
* Engage with customers, tenants, and team members
* Take responsibility
* Problem solves
* Be personable
* Promote a positive environment
* Work under their own initiative

Requirements:

People management and property repair experience are essential for this role, along with a valid driving license, alongside a good working knowledge of IT systems.

While facilities management experience is desired, it is not mandatory.

Whether you have a background in repairs or people management, we will provide comprehensive training to ensure you are fully equipped for the role.

Job Specifications

Working Commitments:

* Working Hours: Monday to Friday - 08:00 to 16:30
* Job type: Full-time, permanent

**What can you expect?**

* Competitive Salary **(depending on experience)**
* Bonus Scheme based on targets being achieved.
* 25 days holiday (increasing by 1 day per year of service, up to an additional 5)
* Company social events
* Free On-site parking
* A dynamic and collaborative team
* Cool coworking Head Office in Ancoats
* Colony Card exclusive discounts at partner brands in and around Manchester
* Company pension
* Sick Pay