



Property and Estates Manager

Job description

The Nehemiah Project is a Registered Charity providing a home and support for vulnerable men with a history of addiction, crime and homelessness. As a growing charity, Nehemiah is looking to add to its team a personable and efficient Property/Estate Manager with experience to co-ordinate the search for new properties to achieve the Charity's growth ambitions, and with excellent knowledge of general property maintenance.

The ideal candidate will have experience of working with a small team, to ensure the smooth running of the Charity's properties in such a way that will cause the least disturbance to Nehemiah's main mission: the support of those recovering their lives from addiction. The Charity currently has five properties but would like to add to its existing provision. This role will work with the CEO and directors to acquire new properties to allow growth into new areas inside and outside of London.

Scope of Role

- To manage the delivery of Servicing, and Reactive, Responsive, Planned and Planned Preventative Maintenance to the Nehemiah Project facilities throughout the UK.
- To manage/coordinate maintenance contractors to ensure the Charity facilities are maintained to a good standard whilst identifying areas for improvement.
- To be responsible for controlling expenditure, quality control and ensuring statutory servicing and inspections are undertaken on time along with management of remedial works as required.
- Day-to-day responsibilities for: Caretakers, handyman or any staff directly employed with facilities or maintenance responsibilities.
- To develop and implement new facilities and maintenance procedures.
- To support the Charity in the search for new premises, providing technical input and guidance as necessary.

Key Accountabilities

To provide a responsive service to manage and implement day to day repairs, including to assess need, prioritise, budget availability, scope of work, schedule works required, and place works orders.

- To visit the different facilities on a regular basis. At all times providing professional advice on building management and maintenance.
- To be 'On Call' for advice and/or action in any emergencies which may arise out of hours to include weekends and bank holidays to meet the needs of the facilities.

- Ensure that all maintenance and servicing aspects relating to the facilities are efficiently undertaken.
- Inspect the facilities, equipment, and appliances for functionality and faults.
- To be responsible for the monitoring and management of the annual maintenance budget
- Where possible and where qualified to do so, undertake repairs and/or first fixes.
- Implement and manage service contracts to ensure that services are completed on time and in accordance with the specifications.
- Development of maintenance schedules.
- Develop, manage, and implement, a Planned and Planned-Preventative Management strategy for each facility.
- Prepare service visit schedules and inform the relevant facility of works to be undertaken, follow up late/missed service visits urgently and keep accurate records of services undertaken.
- Prepare and update a rolling five-year Programme of planned maintenance works, based on the assessed needs surveys, to maintain the building fabric, service systems and external works in a good and serviceable condition.
- Implement and undertake Asset Tagging and maintain a list of property assets (Asset Register) along with details of age of asset, historical repair costs, defects and advise when repairs are no longer economically viable, and the asset should be replaced.
- Provide technical advice and guidance when and where required.
- Work closely with contractors to continuously improve the service. Check validate and process invoices.
- Record details of remedial works found at time of service by the contractors, prioritise works and prepare works orders in a cost efficient and timely manner.
- Request quotations for works as required.
- Actively check records to make sure that repairs/remedial works are being carried out and follow up as necessary.
- Maintain up to date records of all appropriate test and service certificates.
- Ensure and/or implement Asbestos Management Plans that are regularly reviewed and implemented in a timely manner, report any significant concerns to the 'Responsible Person', implement any required asbestos remedial works.
- To provide advice and guidance to the Charity considering the requirements of statutory, non-statutory regulations, and best practice guidance.
- Production of performance reports and management information including highlighting any areas of improvement to the Operations Director.
- Monitoring of contractors' performance, and reporting (with recommendations) to the Operations Director on a regular basis. Develop and recommend improvement plans, as necessary.
- Monthly liaison and close working with the Office Manager
- Maintain a register of approved contractors including details of public liability and employer's liability insurances, and health and safety plans.
- Where necessary seek approval, appoint and manage consultant surveyors, engineers, or other specialists regarding maintenance works.
- Monitoring and managing compliance at each site, including undertaking regular audits.
- Assist with the development of Facilities Management procedures.
- Attend monthly meetings relating to H&S and Facilities Management.

- Ensure that any defects which occur with plant/equipment/ under warranty is raised to the relevant contractor and Office Manager. Any defects to Capital Works to be raised with the Operations Director
- Monitor Health and Safety in relation to the implementation of maintenance works in accordance with current legislation, reviewing risk assessments, Risk Assessment Method Statements (RAMS), and monitoring site operations and the compilation of health and safety information for updating property manuals.
- Keep up to date with statutory guidance and best practice on property management and make appropriate recommendations where needed to the Director Operations.
- Respect and implement the principles of equal opportunities in all aspects of the Charity's property management service.
- Any other associated duties that may be deemed necessary from time to time, to ensure the delivery of a comprehensive property maintenance and management service.
- In conjunction with key stakeholders, agree the scope of building works to be undertaken and prepare tender documentation or Request for Quotations (RFQ) for any maintenance or refurbishment works. Attend meetings to discuss and report on progress and issues.

Financial Responsibility

- In conjunction with the Operations Director prioritise works and the preparation of annual budgets in relation to repairs and maintenance
- Manage the approved maintenance budget, seeking approval and/or highlighting any variations to the Operations Director.
- Audit monthly invoices from contractors prior to authorization with the Office Manager
- Input data for works delivered and monitor spending against budget.

New properties/Facilities

- Work with and report to the CEO and Directors to develop a strategic approach to identifying new areas to open a property.
- Project management of the search and acquisition process.
- Identifying potential properties that meet the Charity's criteria.
- Reporting costed and assessed options to the CEO and Directors
- Provide technical guidance to the Charity

Person description

Experience & knowledge	Essential	Desirable
Full UK driving licence	√	
Skilled and technically qualified Tradesperson, plumbing or electrics preferred	√	
GSCE Pass level or equivalent in English and Maths	√	

Full membership of MCIOB		√
HND or equivalent in maintenance/property/construction		√
Formal engineering qualification to at least City and Guilds level, ONC/HNC level or equivalent		√
Full membership of RICS or IWFM, or leading towards membership		√
At least 5 years' experience of Property/Facilities Management	√	
Proven experience working in a Building Management/Facilities capacity within similar environments	√	
Experience of managing maintenance budgets up to £15,000	√	
At least 5 years' experience managing/supervising multi skilled contractors	√	
Experience in plumbing, electrical & joinery	√	
Experience of preparing tender and Request for Quotations documentation	√	
Experience of supervising building works on site	√	
Experience and knowledge of Project Management	√	
Sound understanding of building construction technology	√	
Good working knowledge of mechanical and electrical systems	√	
Sound understanding of the regulatory frameworks and best practice guidance, Building Regulations, Environmental Health Legislation, Health and Safety Acts (including CDM Regulations), codes of practice on Water Hygiene, etc	√	
Understanding of the statutory requirements of HMOs and H&S required for a residential operation such as Nehemiah	√	
Understanding of COSHH	√	
Contract management skills	√	
Ability to interpret data from contractors, anticipate emerging problems and take appropriate preventative action	√	
Strong negotiation skills	√	
Computer literate with good knowledge of Microsoft Office applications, particularly Excel spread sheet applications	√	
Use of asset management software, or similar	√	
Implementation of asset management software		√
Personal understanding and empathy with the aims and objectives of The Nehemiah Project	√	
Must be able to demonstrate literacy and numeracy skills in the English language	√	
Willingness to travel around the potential areas identified for growth	√	
Willingness to be on call for FM emergencies	√	
Strong problem-solving abilities	√	

Warm, approachable personality with a sound understanding of how to deliver a customer-centred property service to non-technical users.	√	
Appreciation of the journey of Nehemiah Residents and importance of maintaining their safety and well-being	√	
A self-starter able to work with a minimum of supervision and with the ability to prioritise competing requirements	√	
Determination to deliver an excellent service	√	