

<b>Role:</b>	Planned Maintenance & Decarbonisation Manager
<b>Responsible to:</b>	Head of Assets
<b>Responsible for:</b>	Surveyors, Carbon Associate, Tenant Liaison and Team Support
<b>Tenure:</b>	Permanent
<b>Salary:</b>	£50,562 per annum
<b>Hours:</b>	35 hours per week

### **Who is Cynon Taf Community Housing Group**

Cynon Taf Community Housing Group is in the heart of Rhondda Cynon Taf in glorious South Wales. We're proud of our communities and our deep-rooted history in providing homes and support to the people who live in them. Our corporate plan sets out more detail about our activities which support the delivery of our vision, values, and key objectives.

We currently provide 2000 homes for rent, including 4 housing schemes for older people, two women's refuges, and several supported housing projects delivered in partnership with other agencies. Our hugely respected Cwm Taf Care and Repair subsidiary provides services for older or disabled people living in privately-owned homes across Rhondda Cynon Taf and Merthyr Tydfil.

A recent addition to the Group is Down to Zero, a subsidiary focusing on mitigating climate impact, tracking the Group's carbon footprint and offering training, volunteering and direct benefits back to our Contract Holders and wider community.

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

### **Main Purpose of the Role**

The Planned works and Decarbonisation Manager is responsible for the delivery of one-off larger projects, WHQS, and the Decarbonisation programmes of work that will achieve the organisational and regulatory targets of reducing carbon within our homes. The service is to focus on providing a high-quality home with improved energy efficiency to customers through proactive and effective management within their service area. This includes driving our decarbonisation and retrofitting ambitions through from strategy to delivery, making the best use of resources and grant funding to ensure that we get maximum benefit for both tenants and the organisation. You will drive a positive health and safety culture across all areas of works ensuring that all legislative and statutory obligations are met.

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The focus of the role is to provide support, guidance and supervision to the team through individual support sessions, team meetings and performance frameworks that enable the team to confidently and competently deliver services to customers. In addition, you will be an ambassador and represent the organisation's interests in their service area externally.

In addition, the role is responsible for ensuring that all works are completed within budget targets meeting the KPIs and ensuring excellent contractor performance. The role supports the Head of Assets with wider management information and key performance data, which enables efficient strategic and operational planning as well as a clear understanding of where we are doing well, and where we need to improve.

Managers will be responsible for reporting information up to Heads of Service on a range of operational, risk related and compliance activity through both reporting structures as well as from feedback within their service areas. And will actively contribute fully to risk management, budget setting and management processes.

Working in collaboration with other Team Leaders within the directorate to identify service delivery challenges across the service, problem solve, and find solutions that mean the service to tenants is optimised. In addition, the Team Leaders will work with the Managers/Heads of Service, and the Director of Housing and Communities to create an environment where continuous improvement is embraced through a positive culture and delivering excellent outcomes for tenants and colleagues.

### **Key Measures of Performance**

- Strong operational leadership of the Planned and Decarbonisation Team, resulting in the team having the necessary training, skills, experience and values to retain highest levels of compliance, quality and customer service performance
- Contributing and delivering on the development and management of a suite of KPIs within the team
- To ensure that all works are completed within Budget and Contractual agreements, using strong budget management across all areas of planned works activity, including oversight of management accounts, work planning and forecasting, as well as contributing to the annual budgeting process by understanding key priorities and risks
- To support the Head of Assets with all procurement for WHQS, planned projects and Decarbonisation ensure that all works provide value for money and achieve targets and actions as outlined within the asset management strategy.
- Co-ordination of grant funded and in-house funded decarbonisation activity that includes grant application, procurement, reporting and review of key retrofit projects on time, and accurately
- Working with the Head of Assets and Down to Zero to contribute towards the achievement of zero carbon ambitions, and using both property and land-based projects

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- Production of reports, with strong narrative that enables the Head of Assets and Director of Housing and Communities to develop a robust Asset Management Strategy, key decisions around our stock, where we are doing well and what areas we need to improve
- Production of key information tools, including retrofit assessments survey data, which informs wider strategies and areas of work
- Overseeing data capture within our asset management system to ensure it is accurate and provides critical information to enable clear budget forecasting and works required in line with financial modelling.
- Supporting and evidencing that there is a high customer satisfaction rating for works, driving a strong customer service and satisfaction culture that improves on the annual tenant survey data in relation to overall satisfaction with services year on year
- Ensuring that the group seeks value for money within it's procurement of contractors and components, including co-ordinating communicating and consulting with tenants
- Driving a contract management culture within the team so that sub-contractors are aware of our requirements on quality, customer service, value or money and community benefits

### **Key Capabilities**

- Excellent performance management skills
- Customer service expertise and focus
- Technical knowledge of service area
- Always curious
- Excellent collaborator and communicator
- Strong report writing skills
- Strong budget management skills
- Excellent time manager
- Solutions focussed mindset
- Team player
- Independent thinker
- Plans and priorities own, and teams work activities
- Strategic understanding of how the area of work fits to the wider corporate aims of the organisation

### **Technical Abilities**

- Relevant professional qualification in Construction e.g. HNC/HND, BSc degree or equivalent or comparable through experience in work related to the role.
- Experience of delivering planned WHQS programmes of work within budget
- Retrofit co-ordinator or willing to work towards
- Experience and Knowledge of decarbonisation and ORP within the Welsh Housing sector

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- Evidenced experience of Health and Safety legislation and operational working practices relating to construction and maintenance works.
- Strong knowledge of building construction, maintenance and associated technical information.
- Working knowledge of retrofit assessments, EPC's and asset databases.
- Contract and procurement knowledge including JCT, schedules of rates, specification writing and building elemental costing.
- Knowledge and understanding of the legal responsibilities and rights of landlords and tenants and the duties of statutory and other agencies under health and safety and tenancy law.
- Understanding of what excellent customer service and tenant communication should look like in relation to maintenance services, including formal consultations relating to service chargeable activity.
- Strong staff management skills with experience of managing staff, including setting standards and monitoring performance.
- Confident when planning and managing budgets and resources.
- Ability to analyse complex information and construct written reports in a logical and concise manner.
- Confident at building effective relationships with a wide range of individuals and organisations.
- Ability to develop, operate, monitor, and maintain systems including IT for effective management information.
- Possess a valid full driving licence for a car and have the use of a car each working day

### **Desirable**

It would also be beneficial for the post holder to;

- Have a professional qualification in the field of construction or maintenance RICS, CIOB or equivalent.
- Obtained a Health and Safety qualification i.e. NEBOS, IOSH management or equivalent.
- Understanding of Building Regulations and Welsh Housing Quality Standards.
- Understand business processes and the role the Boards play in the decision-making process.
- Have the ability to speak and write Welsh

Annex 1:

**OUR VISION** We want to be part of happy, healthy, and prosperous valley communities where everyone has a chance to live well. **OUR PURPOSE** We're here to provide great homes and support for the people who make up our communities. **OUR COMMITMENT TO EQUALITY AND DIVERSITY** - Diversity is everybody's responsibility. We value and promote equality and diversity at all levels throughout the organisation.

Our Values

**PASSION** – We care passionately about what we do

**RESPECT** – We treat everyone with respect

**RESPONSIBILITY** – We take responsibility for our actions

**INTEGRITY** – We carry out our roles with honesty and sincerity

**EXCELLENCE** – We always do our very best

Key objectives:

- Supporting resilient communities
- Delivering excellent services
- Growing our supply of homes
- Protecting our financial sustainability
- Investing in our governance, our people, and our systems
- Partnering with others to achieve shared goals

Across all priorities are:

- Fairness and equality
- Value for money
- Reducing our environmental impact