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**Job Profile - Mechanical & Electrical and Lifts Contracts Manager - Building Services**

- Pay range Band 13 - £59,017 to £66,085
- Line manager Head of Compliance - Building Services
- Directorate Housing, Neighbourhoods and Building Services
- Location Civic Offices, Portsmouth (Hybrid working available)  
Role is office based at least 3 days per week; you will need to be able to travel as required between PCC Assets in Portsmouth, Havant, Gosport, Fareham and Winchester.

**Job purpose**

We are seeking a Mechanical & Electrical and Lifts Contracts Manager to join our Compliance service within Building Services of the Housing, Neighbourhood and Building Services Directorate.

The role will have responsibility for managing strategic Term Service Contracts in relation to mechanical and electrical repair, servicing, and compliance activities and lifts repairs, servicing and compliance activities. Specifically, the role will have responsibility for the contract management and service delivery of our Gas Servicing and Repairs contract in relation to our HRA stock of 17,000 dwellings and commercial mechanical and electrical repairs, servicing and compliance contract in relation to our HRA stock and corporate assets with Landlord repair responsibility and lift repairs, servicing and compliance contract.

The role will hold responsibility for the overall management of all contracts relating to M&E and Lifts, ensuring that contracts are suitably procured and managed, delivering a high service and providing value for money, whilst continually seeking to delivery service improvement.

The role will also assume responsibility for ensuring policies and procedures are in place, relevant to the service area and to ensure that they are implemented so that statutory responsibilities are met with the safety of residents, members of the public, staff and our buildings being maintained.

**What is the role?**

- To ensure the robust management of Term Service Contracts in relation to gas servicing and repair to HRA dwellings and commercial mechanical & electrical repair and servicing to HRA dwellings and lift repair and servicing.
- To ensure that PCC meet its statutory compliance duties to relevant service areas.
- To manage and develop staff responsible for the management of compliance activities and relevant strategic repair contracts
- To work to continually to improve the service and strive for 100% compliance in all service areas, leading work with other services areas within the directorate to overcome issues such as difficult access
- To ensure that compliance certification and documentation is accurate, robust and suitably stored to evidence compliance.
- To ensure robust management of staff and service budgets within your area, c.£10m per annum, to deliver value for money.
- To develop, implement, monitor and review policies and procedures in relation to compliance activities within the scope of the role.
- To remain up to date with changes to legislation and the wider industry to ensure that PCC are meeting its statutory duties, ensuring the ongoing safety of residents, members of the public and staff accessing its Buildings.

- To lead the procurement of strategic service contracts and frameworks relevant to the service area ensuring that suitable contractor and consultant resources are in place to meet the operational needs of the service.
- To support the procurement and management of specialist design consultants for new lift installations, lift replacement or major renewals / refurbishment of lifts.
- To ensure that effective management of all mechanical & electrical service and repair contracts is undertaken to meet our statutory compliance requirements and ensure ongoing operation of buildings.
- To work with Assistant Directors and other Heads of Service to ensure that effective compliance activities, servicing and repairs are undertaken to support their service delivery needs.
- To work with the Head of Asset Management & Head of Compliance to inform where servicing and repair demand may inform capital works programmes.
- To provide advice as necessary across Building Services and the wider Council as necessary around mechanical and electrical activities and related repairs.
- To ensure that both HRA assets and General Fund assets are meeting service and customer needs whilst being economically sustainable.
- Keep up to date with changes in the industry and stock to be able to effectively horizon scan to identify emergent issues and ensure a suitable response.
- The role will form part of the Directorates Out of Hours escalation process and will be required to be on a rota to respond to Building Services issues that may arise of out of hours when on the rota.

### **Who is the person?**

The ideal candidate is someone who will:

- 1 Have a relevant property related degree in a relevant building or technical subject area and preferable be a Chartered Member or working towards a relevant professional body such as the RICS / CIBSE / CIOB. Where candidates are not Chartered or hold lower qualifications, they should be able to demonstrate relevant experience in a similar role.
- 2 Have excellent technical knowledge of mechanical and electrical areas within the scope of the role, being able to identify statutory requirements, assess quality of works and be able to provide professional advice to others.
- 3 Have experience of the management of strategic service contracts, ideally with knowledge of the NEC4 Term Service Contract suite and Schedule of Rate Contracts.
- 4 Have experience of the procurement of term service contracts including the development of scope of service documentation, contracting models and evaluation of bids in line with Public Procurement Regulations
- 5 Have experience of managing significant budgets including monitoring and cost control techniques to ensure services are delivered within available budgets.
- 6 Excellent practical knowledge of relevant legalisation and technical guidance, including, The Gas Safety (Installation and Use) Regulations 1998, Requirements for Electrical Installations 18<sup>th</sup> Edition, The Control of Asbestos Regulations 2012 and Health and Safety at Work etc. Act 1974, The Building Regulations and relevant Approved Documents and Lifting Operations and Lifting Equipment Regulations 1998.

- 7 Have experience of preparing and developing strategies, policies and guidance documents to ensure compliance with statutory functions.
- 8 Have knowledge and experience recording and analysing compliance data on relevant compliance IT systems, using measures to monitor performance and inform service improvement.
- 9 Have experience of leading and managing teams and services, including continual improvement of both staff and service delivery.
- 10 Experience of managing significant change within an organisation, ensuring that adequate resources are in place and that plans are clearly communicated with staff and key stakeholders to ensure understanding and successful implementation.
- 11 Experience of working with and communicating with a wide range of stakeholders including Directors, Assistant Directors, and other senior staff across the council and external organisations, undertaking presentations and leading meetings as appropriate. Building and maintaining relationships as required.
- 12 Experience of interpreting data to be able to ascertain the capital works that are required.
- 13 Personally demonstrate, develop and lead your service in accordance with the value and behaviours set out in the PCC Behaviour Framework.
- 14 Have a driving licence and provide a car for work to be able to effectively travel to assets as necessary.

### **Ways of working**

This is not a typical 9am - 5pm office-based role. A number of your services operate 24 hours, 7 days a week delivering repairs and maintenance. You will be a manager that is visible and takes a keen interest in spending time in the work to see the service being delivered. You will also be as interested in the service offer and delivery within 'office' hours as that provided 'out of hours.'

The Housing, Neighbourhood, and Building Services Directorate aspires to be a 'Systems Thinking Directorate' and uses the Vanguard Systems Thinking method in its approach to the leadership and management of services and as a continual improvement method.

Customer related purposes have been established for each aspect of the repairs and maintenance service and will continually seek to achieve them.

- Right repair at the right time - Repairs
- Maintain and improve our property - Capital Projects
- Provide suitable homes when needed - Voids Service

The core role of any manager within the Directorate is to understand and act on the system of work to drive improvement.

This will include:

- Ensuring all staff have clarity of understanding about the purpose of the service from the customer's point of view.
- Ensuring we understand customer demand.
- Use of robust measures of performance to make visible the customer experience.
- Understanding the flow of work in the service to ensure we keep teams, and individuals, focussed on what is valuable to the customer; and,
- Acting on the system in response to obstacles experienced by customers and staff.

You will create an environment that enables change to occur based on learning, and will support, educate, and develop staff to equip them to do better work.

### **T&C of employment**

Working hours - Contractual hours are 37 hours per week, but this role will require additional input as is reasonable for a management role. Business operational hours are 8am to 6pm with core hours between 9:30-12:00 and 2pm-4pm, but there will need to be flexible to reflect the fact that most services are provided 24 hours, 365 days of the year. There will be regular meetings outside of these hours, such as with councillors or residents' groups, and the need to react to emergencies.

Notice period - In line with the council's policy, a three month notice period is applied to this post.

Learning & development - Support will be given to enable the post holder to continually develop their skills and experience. The council has a range of training opportunities.

**If you have any questions, or would like an informal discussion about the role, please call  
Amy Holmes, Head of Compliance on 07957 386 939 or email  
[Amy.Holmes@portsmouthcc.gov.uk](mailto:Amy.Holmes@portsmouthcc.gov.uk).**

### **General Data Protection Regulation (GDPR)**

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way, and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.