

Property & Maintenance Manager

Job Description

Job title: Property & Maintenance Manager

Job Type: Full time permanent contract

Salary: £30,000 - £34,000 depending on experience

Reports to: Director of Developments

Location: Newquay with regular travel between Green Light premises all based in Cornwall.

Purpose:

The Property Maintenance Manager is responsible for the effective day-to-day coordination and delivery of Green Light's property maintenance and building compliance requirements, helping to ensure our homes and offices are safe, suitable, well maintained and responsive to the needs of the people we support and any visitors.

The postholder will take ownership of maintenance requests, planned and preventative maintenance, routine property inspections, building compliance and contractor coordination, ensuring actions are effectively prioritised, recorded, communicated and followed through to completion.

This is a highly organised and systems-focused role requiring someone who can maintain oversight of multiple properties, competing priorities, contractors and compliance deadlines. The postholder will be expected to use Green Light's systems effectively, maintain accurate records and provide managers with clear and proactive communication about progress, delays, risks and outstanding actions.

The role also provides operational support for Green Light's vehicle fleet and takes responsibility for property-based telecommunications and connectivity, including telephone and internet services.

The Property Maintenance Manager will work closely with the Director of Developments and colleagues providing specialist property and technical expertise on complex, recurring or higher-risk matters and larger property projects.

Key Responsibilities

Property Maintenance

- Manage maintenance requests from initial report through to completion, assessing priorities and ensuring urgent risks are addressed promptly.
- Coordinate routine and emergency repairs using appropriate contractors and suppliers, visiting homes where necessary to assess issues or inspect completed works.
- Maintain an effective planned and preventative maintenance programme and undertake routine property condition inspections and ensure routine property inspections and checks are completed within required timescales.
- Monitor outstanding works and proactively follow up delays, recurring problems and actions that are not progressing as expected.
- Coordinate cyclical maintenance, minor refurbishments, grounds, fixtures, fittings and replacement equipment, including furnishings and white goods where required.
- Undertake occasional minor practical tasks where appropriate and within the postholder's competence.
- Ensure works are planned sensitively, recognising that Green Light's properties are first and foremost people's homes.

Building Compliance and Safety

- Maintain an accurate schedule of property compliance requirements and arrange inspections, servicing and testing within required timescales, including fire safety systems and equipment, gas and electrical safety, water hygiene and legionella, asbestos and other relevant property requirements.
- Maintain oversight of areas including fire safety, gas, electrical safety, water hygiene, legionella, asbestos and other relevant property requirements, with any recommendations or remedial actions identified and followed through to completion.
- Ensure relevant routine checks and inspections are completed and appropriately documented.
- Ensure certificates, reports and assessments are accurately recorded and appropriately stored.
- Record and follow through recommendations and remedial actions arising from inspections, servicing and risk assessments.
- Identify and escalate approaching deadlines, overdue actions, significant defects and property-related Health & Safety risks.
- Maintain an appropriate working knowledge of property compliance requirements and seek specialist advice where required.

Contractors and Suppliers

- Develop effective working relationships with contractors and suppliers and coordinate appointments and access to Green Light properties.
- Obtain quotations and approvals in accordance with Green Light's financial procedures and ensure works are clearly specified.

- Monitor contractor responsiveness, quality, Health & Safety, completion timescales and value for money.
- Proactively follow up outstanding quotations, appointments, reports and works.
- Ensure appropriate risk assessments and other required documentation are in place before works are undertaken.
- Check completed works against quotations and invoices, raising discrepancies where necessary.
- Maintain suitable arrangements for emergency and out-of-hours property support.

Systems, Records and Reporting

- Use Green Light's maintenance, compliance and business systems consistently to manage workloads, deadlines and property information.
- Maintain accurate and up-to-date records of maintenance requests, inspections, certificates, works, costs, warranties and outstanding actions.
- Maintain effective oversight of competing priorities and ensure actions are progressed through to completion without requiring repeated management follow-up.
- Use systems and data to identify overdue actions, upcoming deadlines, recurring issues and areas requiring attention.
- Provide regular reporting on maintenance activity, compliance, expenditure, significant risks and outstanding actions.
- Maintain appropriate records of utility services and consumption, supporting the review of contracts, usage and invoices where required.
- Contribute to the development and monitoring of property performance measures and improvements to maintenance systems and processes.

Communication and Relationships

- Maintain effective working relationships with Registered Managers, operational colleagues, Finance, Health & Safety, landlords, contractors and other stakeholders.
- Communicate proactively with managers about maintenance activity, appointments, progress, delays and significant property matters.
- Explain maintenance and compliance issues clearly to colleagues without specialist property knowledge.
- Take ownership of obtaining information or decisions required to progress work and appropriately chase or escalate actions where necessary.
- Liaise with landlords regarding maintenance responsibilities, property services and required works.
- Respond calmly and effectively to significant property incidents and maintain appropriate communication until issues are resolved.

Telecommunications, Fleet and Property Support

- Coordinate telephone and internet services across Green Light's homes and premises, including faults, installations, upgrades and improvements, working with IT support and external providers where required.

- Maintain appropriate records relating to property telecommunications services and infrastructure.
- Provide operational support to the colleague responsible for Green Light's vehicle fleet, including assistance with servicing, maintenance, repairs, breakdowns and suppliers where required.
- Support the procurement and coordination of property-related equipment, furnishings and other items required for the effective operation of Green Light's homes and premises.
- Support property incidents, insurance matters and business continuity arrangements where property input is required.
- Support refurbishments, adaptations and larger property projects, including quotations, contractor coordination and liaison with homes and landlords.

Values and Attitude:

The postholder will demonstrate Green Light's values of empathy, integrity and empowerment in their work.

Empathy – Recognise that maintenance and property works take place in people's homes and consider the impact on their comfort, routines, privacy and wellbeing.

Integrity – Act transparently and responsibly, maintain accurate records, communicate openly, challenge poor standards and use Green Light's resources appropriately.

Empowerment – Work collaboratively with managers, colleagues and the people we support, communicating clearly and supporting safe and informed decision-making.

Person Specification	Essential	Desirable
Strong experience within property maintenance, facilities, housing, estates or a comparable environment.	Y	
Excellent organisational skills with the ability to manage multiple jobs, contractors, deadlines and competing priorities.	Y	
A strong sense of ownership and the ability to reliably follow actions through to completion without requiring regular management prompting.	Y	
Excellent written and verbal communication skills, with a proactive approach to keeping colleagues informed.	Y	
Confident and competent use of digital systems, email, spreadsheets and cloud-based business systems.	Y	

Ability to quickly learn and effectively use maintenance and compliance management systems.	Y	
Good working knowledge of building maintenance, common property defects and property-related Health & Safety.	Y	
Ensure all property works adhere to CQC Fundamental Standards regarding safe, clean, and suitably maintained environments	Y	
Understanding of building compliance and the importance of accurate servicing, inspection and remedial-action records.	Y	
Experience coordinating contractors and monitoring work through to satisfactory completion.	Y	
Ability to assess urgency, solve problems and recognise when specialist advice or escalation is required.	Y	
Good commercial awareness, including obtaining quotations, checking costs and considering quality and value for money.	Y	
High levels of accuracy, reliability and attention to detail.	Y	
Ability to work independently and use initiative while collaborating effectively with colleagues and specialists.	Y	
Full UK driving licence and ability to travel regularly between Green Light properties and suppliers.	Y	
Satisfactory Enhanced DBS check (or willingness to undergo screening prior to start date).	Y	
Experience coordinating statutory property compliance requirements.	Y	
Relevant qualification in property, building maintenance, facilities management or Health & Safety.		Y
IOSH, NEBOSH or equivalent Health & Safety training.		Y
Experience working within adult social care, supported housing, healthcare or another regulated residential environment.		Y

Experience using a computerised maintenance management system.		Y
Experience supporting planned works, refurbishments or property adaptations.		Y
Experience producing maintenance or compliance reports and performance information.		Y
Experience coordinating property telephone or internet services.		Y
Experience supporting vehicle fleet operations.		Y
Competence in undertaking minor repairs within appropriate limits.		Y

Practical Requirements

The role involves regular travel across Cornwall, including visits to our homes. Some flexibility outside normal working hours may occasionally be required in response to significant or urgent property incidents.

The postholder must not undertake work requiring specialist or regulated trade competence unless appropriately qualified, competent and authorised to do so.

A mileage arrangement, laptop, mobile phone and appropriate equipment will be provided where required by the role. Postholder must have access to a reliable personal vehicle with valid Business Class Motor Insurance (mileage expenses reimbursed at HMRC standard rates).

DBS Check: This role involves working within residential care settings and visiting people's homes. Appointment is subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) clearance paid for by Green Light PBS Ltd

General Responsibilities

The postholder will be expected to promote Green Light's mission, values and expected standards of behaviour; promote equality, diversity and inclusion; take appropriate responsibility for Health & Safety; participate in supervision, training and professional development; maintain appropriate confidentiality; and contribute to the continued development and improvement of Green Light's services.

The postholder may also be required to undertake other reasonable duties consistent with the purpose and level of the role.

This job description reflects the requirements of the role at the present time and may be reviewed following consultation to reflect changes in Green Light's services and operational requirements.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, Green Light may make any necessary change in job content, or may require the post holder to undertake other duties, at any location in Green Light's service relevant to the employees remuneration, role, skills and experience.