



Creating great homes together

Role Profile

Position

Cleaning, Estates & Compliance Manager

Reporting to

Regional Home Services Manager

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.

What you are known for

- To lead and manage a multi-disciplinary team of trade colleagues delivering caretaking and cleaning services across Magna
- To ensure value for money for maintenance services is achieved by managing and assisting trade staff to achieve optimum performance
- To manage, monitor and deliver work programmes with a combination of directly employed/temporary staff and contractors
- To ensure that inspections completed by caretakers comply with policies, procedures and legislative and regulatory requirements
- To provide advice and guidance to residents, colleagues and contractors on estate services

What you take care of

- To achieve high staff satisfactions levels, ensuring staff are well motivated and good ambassadors for Magna
- To deal with staffing issues such as performance, unacceptable sickness, work levels, conditions and health and safety
- To carry out regular written 1-2-1s, van and PPE checks and quarterly performance reviews
- To be responsible for H&S and welfare of the team, residents and others. Carry out risk assessments where required and ensure that all team members follow guidance given and independently assess risks in their day-to-day activities
- To carry out regular works inspections
- To ensure compliance with relevant policies, procedures and legislation
- To ensure compliance with fire safety and health and safety on Magna's communal sites
- To ensure value for money is achieved for maintenance services and residents by accurate recording and assisting staff to achieve optimum performance
- To ensure accurate information is provided for service charges
- To support with the tendering process
- To ensure that the Estates Services are represented in projects affecting area of service.
- To monitor the individual contracts to ensure that service standards are met achieve targets and ensure programmes are completed to schedule
- To carry out caretaking and cleaning duties and minor repairs as required to ensure a consistent service is maintained

What you need to be successful

- Experience in delivering maintenance services
- Experience in managing staff.
- Experience in providing a customer focussed service.
- Knowledge of relevant legislation, in particular fire safety.
- Experience of working in a housing related area
- You are flexible to meet the needs of the customers and Magna Housing

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Full manual driving licence.
- NVQ Level 3 in Management or equivalent or proven ability and experience.
- Any building or construction related qualification.

Approved: