



Creating great homes together

# Role Profile

**Position**

**Surveying Team Manager**

**Reporting to**

**Head of Building Services**

## 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 contribute to the management of MHA and the building services department.
- To manage, monitor and control a team of trade operatives who carry out repairs, voids, cyclical and planned maintenance
- To provide advice support and guidance on technical matters.
- To undertake inspections and specify works
- To monitor the quality of work undertaken by operatives and external contractors

## What you take care of

- To motivate a multi-disciplinary team of supervisor and trade operatives
- To carry out annual and interim performance reviews
- To carry out one to ones
- To implement changes in structures and working practices
- To carry out investigations, hearings and appeals
- To manage external contractors and suppliers
- To ensure income targets are met
- To manage, monitor and control repair, planned and cyclical orders raised in line with authorised signatories list and repair and maintenance remit
- To ensure that the mix of labour and subcontractors meets the demand of the workload and is within budgets
- To ensure that the following performance indicators are met: repairs performance, resident satisfaction and average re let times
- To ensure that MHA objectives and departmental targets are met
- To set, monitor and review targets that contribute towards the departmental objectives for all members of staff
- To manage on going internal and external maintenance projects
- To manage changes are implement and manage change in structures, working practices
- To set, monitor and review operational objectives and departmental targets in line with good practice and key performance indicators
- To manage projects

## What you need to be successful

- To comply with and promote Magna's Equality and Diversity, Data Protection and Health & Safety policies and procedures.
- To make a commitment to deliver excellent customer service and to demonstrate Magna's Purpose to satisfy those we work with and want to work with and to be their first choice.
- The Surveying Manager may be asked to carry out other duties which are broadly consistent with those detailed in this Job Description.

- The Surveying Manager will be expected to participate in a call out rota. The Surveying Manager will be expected on occasions to attend meetings or respond to emergencies outside normal working hours

**Qualifications required**

**Applicants with transferrable skills are encouraged to apply.**

- Approved: