

Unipol Student Homes  
**Maintenance Coordinator** (December 2016)

Job Specification

About this Post

Unipol has around 800 dwellings in Leeds, 40 in Nottingham and 12 in Bradford. All are in good condition with little back-log maintenance. The housing team currently undertakes a large number of reactive and preventative repairs within the property portfolio to meet the exacting requirements of a demanding student clientele living in highly serviced housing. Although properties are voided for significant works, most of the minor refitting and day to day repairs take place in occupied properties and tenants need be kept informed of works and inconvenience to them kept to a minimum.

The Maintenance Coordinator is a newly established post designed to assist:

- the housing management team by overseeing and managing all elements of the repair and maintenance process
- the Development Manager who has overall responsibility for the ongoing development of the portfolio

The post is also designed to improve:

- value for money achieved from contractors by monitoring costs, undertaking more test pricing and tendering works when necessary
- the monitoring of the repairs and renewals budget, working closely with Budgetary and Financial Control Officer to achieve budgetary and financial restraint within the budget limits set
- customer satisfaction with the repairs service and improve Unipol and tenant communication over works that are commissioned.

In common with all members of the housing management team the Maintenance Coordinator will undertake a limited amount of housing management as part of their duties (estimated at 20% of the post).

The Maintenance Coordinator works under the guidance of the Development Manager but will also work closely with both the Assistant Chief Executive - Housing and the Housing Manager (who oversees all operational matters within the housing team). Within that guidance the Maintenance Coordinator will be expected to plan their own work and work with independent initiative and expertise to achieve the aims of the post.

The Maintenance Coordinator will work with contractors and a number outsourced professionals and consultants and must do so in an informed and professional manner.

The Maintenance Coordinator has authority to commission and sign off works up to an agreed level of value and to make recommendations to the Development Manager to authorise expenditure over that level.

The post holder must have an operable driving licence and have frequent access to their own motor transport. A mileage allowance is paid for work related business.

This post carries a Grade 6 salary of £26,052 - £31,076 according to qualifications and relevant experience. All those working in Unipol are jointly employed by Unipol and the University of Leeds. The post is based in Leeds but occasional visits will be needed to Nottingham and Bradford. Expenses will be met for travel associated with these visits (if appropriate).

The post involves some working in the evenings and on Saturdays and Sundays, particularly in the busy summer periods and anti-social hours work is necessary when works need to be completed.

Unipol, the University of Leeds and the other universities and organisations are multi-cultural communities, which value diversity. The Maintenance Coordinator is expected to treat all individuals fairly, with dignity and respect and contribute to creating a safe, supportive and welcoming environment for all.

**Informal enquiries may be made to Sian Davies tel +44 (0)113 205 3400, email [jobs@unipol.org.uk](mailto:jobs@unipol.org.uk)**

**Ref: CSUNI1018**

**Interviews are expected to be held on 23 January 2017**

**Click here for further information about Unipol: <http://www.unipol.org.uk/home>**

**Unipol Student Homes is a company limited by guarantee, registered in England and Wales NO 3401440. Registered Charity No. 1063492.**

**Specific Duties of the Post Include:**

Value for Money Achieved from Contractors

The Maintenance Coordinator will achieve a higher value for money within the area of repairs by:

- monitoring contractor costs to ensure costs are stable, identifying any increases in costs and raising this with the relevant contractor or the Development Manager for further action
- ensuring that, on tendered and quoted jobs, prices charged are in line with those quoted
- coordinating works in a similar location to minimise call out charges and checking that call out charges invoiced are accurate
- undertaking test pricing across a number of jobs in order to ensure that prices being charged by regular contractors are still competitive and drawing the attention of the Development Manager to any concerns
- tendering a proportion of jobs to a specification and reporting tender outcomes to the Development Manager for a procurement decision

- checking that works have been properly undertaken, stipulating any remedial works and checking that those remedial works have been completed before payment when necessary.

#### Contractor Identification and Approved Contractors

In furtherance of these core functions the Maintenance Coordinator will:

- identify new contractors who could provide either better or lower cost services to the organisation, undertake test works with them and evaluate whether they should become an Approved Contractor
- undertake the necessary steps to ensure that new contractors become approved if they are to be used on a regular basis, following the policies and systems established

#### Monitoring of the Repairs and Renewals Budget

The Maintenance Coordinator is the key member of staff in the housing management team with day to day control over the repairs and renewals budget. It is vital that, across the year, the budgeted sums are adhered to. In order to achieve this, the Maintenance Coordinator will:

- work closely with Budgetary and Financial Control Officer who can provide regular and detailed information designed to facilitate budgetary and financial restraint within the budget limits set
- work closely with the Housing Manager and the Assistant Chief Executive - Housing, to report progress on spending on repairs and renewals and raise and concerns identified.

#### Overseeing and Managing all Elements of the Repair and Maintenance Process

The Maintenance Coordinator will:

- receive all reports of repairs received through the housing management system and will ensure that jobs are logged and properly closed down in the housing management system and ensure that tenants are correctly informed about the progress of works and any delays
- check to ensure that an external contractor is required or decide that the matter either needs further investigation or can be undertaken by a member of staff without further cost
- check to ensure that if the repair relates to a recall that the previous repair was successful and, if not, inform the contractor that their work was previously deficient and needs rectification at no further cost
- check for multiple repairs which might identify a more complex issue which needs further investigation
- coordinate maintenance and repair works on a daily basis ensuring that repairs are distributed to contractors in the most efficient and logical way and that works are

grouped where appropriate with a view to minimising contractor call out charges

- check all repair orders received for their work content and warranty applicability
- be aware of which works are the responsibility of others (properties under lease housing managed on behalf of private owners) and ensure that repairs are sent to them for action and checking that action is taking place
- ensure that works are carried out in a timely manner within the model timescales that Unipol has committed itself to for undertaking repairs
- undertake a sampled tenant feedback to ensure that good standards of service are being maintained and review the results of the annual *Tenants' Satisfaction Survey* which relate to repairs satisfaction
- carry out random and planned site visits to ensure the quality of workmanship is being delivered by the contractor base and bring any failings to the attention of the Development Manager
- provide periodic maintenance reports and feedback to the Development Manager as required.

#### Assisting the Development Manager who has Overall Responsibility for the Ongoing Development of the Portfolio

The Maintenance Coordinator provides the following support and assistance to the Development Manager, undertaking:

- the preparation of a specification, tendering or competitive pricing, working to budget
- on site supervision and general project control in respect of minor works
- regular visits on site to monitor both the progress and quality of works
- snagging works, identifying any subsequent defects and overseeing their rectification
- assessing contractor quality and performance
- the maintenance of the quality of the cleaning services and window cleaning within the portfolio, liaising with contractors to ensure that any identified deficiencies are rectified and raising any unresolved problems or issues with the Development Manager
- that, in respect of certain designated properties, Unipol's grounds are properly maintained and that all paths, yards and other areas within Unipol's boundaries are maintained free of weeds and without trip hazards.

#### Health and Safety

Unipol has two main Health and Safety Policies, the *Health and Safety Policy for Housing* and the *Health and Safety Policy for Offices and Staff*. These are at the centre of the organisation's health and safety regime and detail the commitments and operational requirements in this area across the whole organisation. The Assistant Chief Executive - Housing has overall responsibility for both policies and they are overseen by the Housing

Manager who has the central role in co-ordinating and verifying that all systems are being properly followed and recorded.

The Maintenance Coordinator is responsible for ensuring that all works commissioned and contractors follow the relevant health and safety policies and are in compliance with legal and regulatory requirements. The Maintenance Coordinator is also responsible for ensuring that contractors provide any relevant regulatory paperwork in respect of their works and that this is immediately passed on to those staff operating the verification sections of the policies (as detailed in those policies).

### Housing Management

In order to maintain a close understanding and operational knowledge of housing management routines and techniques, the Maintenance Coordinator manages a small portfolio of properties (estimated at 20% of the post). These properties will be identified by the Assistant Chief Executive - Housing.

#### *Housing Management*

The property management functions in this regard are identical to those of the Housing Management Officers, which are to:

- take responsibility for advertising the property/ies on relevant web sites, liaising with the Lettings Officer and Housing Hub staff to ensure the property is properly advertised and is removed when let
- provide a good service to Unipol tenants and promote Unipol as a responsible landlord so that tenants are encouraged to resign with Unipol
- ensure that properties are fit to view and bring any shortcomings in the property which may hinder a let is remedied or brought to the attention of the Housing Manager
- undertake visits of properties with potential tenants and promoting those properties with a view to letting them, taking part in a rota to ensure potential tenants can view a property in a timely manner
- undertake "viewing days" and "open days" organised by nominating institutions/partners.
- ensure that Unipol has an adequate number of keys in order to provide each tenant with a front door key and for Unipol to retain two spare keys to be entered correctly in the key book. At the end of the let to take responsibility for the collection of keys, logging them into Unipol and having locks and additional keys cut for new incoming tenants where keys are not returned.
- sign up students as tenants and ensure that the legal implications of the let are explained to students. Getting all the tenant details forms completed, ensuring that all tenants receive the appropriate tenant information
- explain to new tenants how a property and the appliances and amenity levels function
- ensuring that relevant buildings comply with the requirements of the Unipol Code and the National Code of Standards for Larger Developments and bringing to the

attention of the Housing Manager any problems or related issues where compliance with these Codes is problematic or not possible

- maintain all property records in the standard file format and for entering all tenant details on the computer and inform the Director of Finance of any changes in the letting arrangements within the property
- collect deposits from new tenants and arranging for inspections at the end of the let, together with explanatory letters to ensure the return of those deposits or their retention for specific purposes, following procedures set by the Tenancy Deposit Scheme
- undertake visits to properties under management on a regular basis to ensure that tenants are abiding by the terms of the tenancy agreement and arrange for the completion of any necessary repairs arising from the visits. Completing property inspection reports on all inspections made and ensuring they are filed in the property records
- take part in the rota by which tenants can telephone in their repairs on a special telephone line and logging those details into the repairs system for other members of the housing management team
- take responsibility for undertaking repairs on behalf of Unipol
- take responsibility for undertaking fire alarm tests and emergency lighting tests and ensure that each test is recorded appropriately in a log
- take responsibility for other safety checks in the property as determined by Unipol's Health and Safety Policy for Housing and maintaining an up to date knowledge of that Policy.
- deal with any tenant issues or antisocial behaviour and referring complex or difficult cases to the Tenancy Support Officer for further intervention and action.

### Finance

As well as their financial responsibilities in respect of the repairs and renewals budget the Maintenance Coordinator also has responsibility to follow Unipol's financial systems in all respects. If in doubt about those systems, particularly involving any cash transactions, the post holder will have responsibility to ask the Finance Manager to outline and explain those systems so that no doubt can arise as to the procedures to be operated. The post holder will also ensure that all financial matters are reported properly to those operating Unipol's financial systems.

### Governance

The Maintenance Coordinator:

- is a member of Unipol's *Health and Safety Review Board* that meets not less than three times a year to ensure health and safety policies are being properly followed and that a culture of health and safety is pervasive within the organisation
- is required to undertake an annual report relating to their responsibilities to the *Portfolio Committee* and will prepare such other reports as required by the Assistant Chief Executive - Housing

The Maintenance Coordinator assists the Development Manager to organise an annual "Contractors Day" where key contractors are invited to Unipol for a half day meeting to discuss their role in assisting Unipol to maintain its service outputs.

### Computer Systems

The Maintenance Coordinator will have the ability to use, or be trained to use, a variety of graphics and CAD (Computer Aided Design) packages and will have the ability to use or be trained in use of the Floorplan software. They will also have a working knowledge of Microsoft Office software and be expected to acquire and/or maintain an up to date working knowledge of Unipol's computer systems, in particular Opera 3 Real Asset Management (RAM).

### General Duties

The Maintenance Coordinator will undertake occasional additional project related duties from time to time as required by the Chief Executive and will also undertake such general duties within Unipol as from time to time may be required and shall accept periodic revisions of this job specification where transferable skills are utilised.

### **Career Expectations**

Unipol and the University of Leeds are committed to developing their staff and work with individuals, supporting them to maximise their potential.

Progression to a higher grade is dependent on an individual taking on an increased level of responsibility. Vacancies that arise within the area or across the wider University are advertised on the HR website - <http://jobs.leeds.ac.uk> - to allow staff to apply for wider career development opportunities.

### **University Values**

All staff are expected to operate in line with the University's values and standards, which work as an integral part of our strategy and set out the principles of how we work together. More information about the University's strategy and values is available at <http://www.leeds.ac.uk/comms/strategy/>.

### **Person Specification**

#### Essential requirements:

- Good organisational skills - with experience of planning own work
- Evidence of working with independent initiative
- Experience of co-ordinating repairs and maintenance work
- Confident management of logistics and schedules
- Ability to build strong relationships with contractors and Housing management officers
- Ability to monitor and work to budgets

- Excellent communication skills
- Current valid driving license
- Good working knowledge of Microsoft office or ability to learn

Desirable:

- Experience of procurement processes
- Experience of tendering processes
- Experience of working in a property related environment
- Experience of maintenance and repair work

**Additional Information**

Details of the terms and conditions of employment for all staff at the University, including information on pensions and benefits, are available on the Human Resources web pages accessible at <http://hr.leeds.ac.uk/>.

**Disclosure and Barring Service checks**

A Disclosure and Barring Service (DBS) Check is not required for this position. However, applicants who have unspent convictions, cautions, reprimands and warnings, including any pending criminal proceedings must indicate this in the 'other personal details' section of the application form and send details to the Recruitment Officer at [disclosure@leeds.ac.uk](mailto:disclosure@leeds.ac.uk).

**Disabled Applicants**

The post is located Unipol Student Homes. Disabled applicants wishing to review access to the building are invited to contact the Unipol directly at [jobs@unipol.org.uk](mailto:jobs@unipol.org.uk) or telephone Sian Davies on + 44 (0)113 205 3400.

Disabled applicants are not obliged to inform employers of their disability but will still be covered by the Equality Act once their disability becomes known.

**Further information for applicants with disabilities, impairments or health conditions is available in the applicant guidance.**

More about Unipol

Unipol is a housing Charity established in 1973 by the University and the then Polytechnic in Leeds in co-operation with their Student Unions. In 1997, Unipol became an incorporated Charitable Company with a Board structure.

Unipol provides assistance in finding and supplying housing for students in Nottingham, Leeds and is the main private sector service supplier for the University of Bradford and Bradford College, Leeds Beckett University, the University of Leeds, Nottingham Trent University, The Northern College of Contemporary Dance, Leeds City College, Leeds College of Art and Leeds College of Music.

Unipol fulfils four distinct but connected roles:



- Unipol runs a number of successful voluntary accreditation schemes for owners letting to students, Unipol runs the Unipol Code that covers 55% of the off street property market in Leeds, 45% in Nottingham and 55% in Bradford. The Codes are designed to maintain and improve property and management standards.

Unipol has a stake in two Government Approved Codes of Practice dealing with larger student developments in the United Kingdom. Unipol also operates a National Code for off-street properties in partnership with the Accommodation for Students (AfS). Unipol currently accredits an estimated 258,000 student bed spaces

- it runs three Housing Hubs providing a forum in which owners can advertise their properties. Although owners are asked to pay a fee for Unipol's services the Housing Hubs are partially funded by the institutions listed above. Unipol's websites, which centralises all private sector vacancies, are a major source of information and advice for students and receives around 100 million hits a year

- it has its own Housing Section which develops, takes into ownership and manages refurbished properties and lets them directly to students. Unipol is currently responsible for housing around 3,000 students (including over 310 student families) located in Leeds, 179 students in Nottingham and 59 students in Bradford

- through its training arm "Unipol Training" Unipol is the main national trainer in the niche market of student accommodation, running a full annual programme. The training arm also undertakes some bespoke in house training and a number of briefings for different constituencies. Unipol has in-house training facilities in both Nottingham and Leeds.

Unipol is currently following a Forward Look designed to maintain and upgrade its services to meet the increasing needs of its student clientele and increase its own accommodation services. A copy of this can be found at <http://www.unipol.org.uk/footer/governance/corporate-documents-policies/forward-look-2015-2018> on Unipol's website.

***Unipol is organised into six operational areas:***

i) the Senior Management Team consists of the Chief Executive, the Deputy Chief Executive, the Director of Finance, the Assistant Chief Executive - Housing, the Assistant Chief Executive - Standards, the Assistant Chief Executive - IT and Communications and the the Assistant Chief Executive - Hub Services.

The Chief Executive and Deputy Chief Executive are supported by an Office Administrator and Code Complaints Investigator.

ii) the Finance Team is headed by the Director of Finance and consists of the Finance Manager, a Senior Finance Officer, a Budgetary and Financial Control Officer, a part time Finance Officer and three full time, supplemented by consultants for project work from time to time.

iii) the Housing Services team is currently in a state of transition and the organisation is mid-way through merging the housing services team with the Housing Hub teams in Leeds and Bradford. *This post fits within this team.*

The Housing Services team is overseen by the Assistant Chief Executive - Housing and consists of the Housing Manager, the Housing Services Coordinator and the Development Manager. *There is a Maintenance Coordinator who works directly to the Development Manager.*

There are four Senior Housing Management Officers and six Housing Management Officers (two of whom are located in Nottingham). The team is supplemented by Residents' Assistants (currently 17) and a number of part time Housing Assistants (varying from two in term time to seven over the summer). The Housing Assistants are overseen by the Senior Housing Management Officer (Procurement) and the Residents' Assistants are overseen by the relevant Housing Management Officers.

The Housing Hub operations are overseen by the Assistant Chief Executive - Hub Services. As the housing hub and housing services merge staff currently working between the two areas will have joint responsibility for both areas of operation. There are also teams of temporary part time staff (normally students) to assist in the day to day running of forward facing services to both students and landlords.

Located within the housing management team but directly answerable to the Deputy Chief Executive is the Tenancy Support Officer.

iv) The Student Interface and Standards Team is headed by the Assistant Chief Executive - Standards who oversees all accreditation and tribunal systems (currently four), the conferences and training operation (with the Training and Events Officer), the Digital and Social Marketing Coordinator who oversees the developing use of social media throughout the charity.

v) the Nottingham Service is led by the Nottingham Services Manager and consists of a full time Accreditation Officer, two Housing Management Officers, two part time Residential Assistants and a number of part time Housing Hub Assistants.

vi) The organisation has a technical services arm that is led by the Assistant Chief Executive - IT and Communications who oversees an IT Manager, two ICT Officers, an Applications Developer and two part time support staff to ensure that the organisation maintains high quality IT and web services.