



barcud

Job Description

Medra Manager

All criteria are Essential unless indicated otherwise



Reports to: Barcud Group Director of Commercial Services

Responsible for: MEDRA team leaders, Medra office

Overall Job Purpose:

The post holder will be a visionary, forward thinking Manager with commercial awareness, ensuring that Medra provide a high quality installation, maintenance and development services, whilst also ensure that cleaning and caretaking services within Medra provide value for money.

The post holder will manage all Team Leaders and from time to time some office staff, whilst regularly reviewing performance and budgets, as well as tenant satisfaction. The services being provided are new heating installations, full repairs service, small new-build developments, as well ensuring that Medra provide a reactive maintenance service, voids maintenance work, cyclical maintenance work and the installation and maintenance of renewable green technologies that enhance the thermal performance of dwellings by embracing new technology.

The post-holder will meet monthly with the Group Director and Accountant to report on performance, resources and budgets, as well as forecasts and ensure that all work is undertaken within the Barcud Financial Regulations and Policies

Key Responsibilities –

Management

- To provide operational leadership for Medra, whilst overseeing the day-to day operations, improving the efficiency of the business whilst ensuring tenant care and satisfaction remain a priority.
- To develop and promote a culture of continuous improvement, tenant focus and employee engagement.
- Ensure the seamless delivery of an effective out of hours and holiday period emergency repair service.
- Be able to price work accurately, issue quotations and execute the work once
- Monitor the performance of the team and any sub-contractor, ensuring that the service provided is of a high quality, is responsive, and captures and records performance indicators.

- Work with the Procurement officer, and the Group Director to develop and manage a robust contract procurement and management process that reflects best practice.
- Demonstrate a commitment to equality and diversity in both the delivery of services and to staff.

Financial

- To strengthen MEDRA's financial viability by delivering efficiencies in existing services, and evaluate new opportunities that arise in order to improve performance.
- Demonstrate good financial acumen and an understanding of company accounts, ensuring that there is accurate job costing and that accurate records are kept by all operatives
- Ensure there are proper systems of financial control, risk assessment and performance management.
- Check and authorise all supplier payments, ensuring that jobs are financially closed in a timely manner.

Performance

- To successfully deliver MEDRA's business plan
- To meet regularly with team leaders and provide a clear direction to ensure they manage their teams effectively, giving praise where praise is due, but also managing any poor performance to an effective conclusion.
- Monitor key issues such as productivity levels, quality of work and 'right first time' approach, repairs by appointment and performance within target, as well as tenant
- Monitor the work of the MEDRA team to ensure that objectives are achieved.
- Prepare monthly reports to the Group Director on progress against performance targets, financial performance and tenant feedback.
- Develop policies and procedures for Medra and monitor compliance.

Staffing, Suppliers and Subcontractors

- Ensure that all training is up to date and apprentices and all operatives are performing and exceeding pre-defined targets.
- Negotiate with suppliers to ensure that the materials supply chain works effectively.
- Ensure that all staff are trained to a suitable standard, take their Health & Safety responsibilities seriously, and that all their accreditation / competence requirements are current and up to date.

Health & safety and Compliance

- Contribute to internal and external audits of the DLO and actively respond to, lead, and implement recommendations as necessary.
- Ensure that all current health & safety legislation is adhered to with method statements and risk assessments undertaken where appropriate, as well as ensuring that asbestos surveys and all necessary precautions are undertaken.
- Manage all membership renewals and assessments for the company, such as NICEIC, CHAS, Gas-Safe, Construction-line, etc.

Tenants and Customers

- Ensure that all tenants are satisfied with the maintenance works to their homes, are kept informed of when any works are due to commence, the possible disruption and the duration of any maintenance activity.
- Evaluate options to offer appointments to tenants, and ways to keep tenants updated with progress against each job, and review how jobs are scheduled.
- Ensure tenant complaints are investigated within agreed timescales, and respond to tenants as required. Ensure that learning points are captured and acted upon.

Generic

- Take responsibility for own personal development.
- Foster a climate of continuous improvement, participating in service improvement projects as and when required.
- Actively promote the Barcud Group's Welsh Language scheme, and be aware of and act in accordance with the requirements of Equality & diversity legislation.
- Be aware of, and act in accordance with, the Group's Confidentiality Policy, and the requirements of the Data Protection Act.
- Promote a positive image of MEDRA and the wider Barcud Group.
- Undertake any other duties commensurate with the level of the post as required by the company.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.



barcud

Personal Specification

Medra Manager

This person specification details the experience and skills for the position of Medra Manager at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications:

- BSc in a Construction Project Management, Quantity Surveying or similar qualification.
- Evidence of continually developing professional knowledge. (desirable)

Experience:

- Experience of managing a similar range of works packages on time, on budget, with a high level of customer care and satisfaction.
- A track record of getting work done correctly the first time.
- Providing a customer focused service.
- Evidence of achieving excellence in the delivery of services and commitment to continuous improvement.
- Information Technology literate.
- A minimum of 3 years experience in the private sector.

Knowledge/Skills:

- Possess good construction knowledge including health and safety legislation, fire safety, and CDM Regulations. A positive and proactive problem solver with excellent decision making skills, with the ability to offer creative solutions to complex property related scenarios.
- Experience of effective financial and budgetary control.
- Ability to plan, organise and prioritise effectively, in order to achieve targets and meet deadlines.
- Sound verbal, reasoning and written communication skills.
- Be fluent in the Welsh language, both verbal and written. (Desirable)
- Must have full UK driving licence.

Leadership and Management:

- Ability to manage works efficiently.
- As a line manager, to ensure that the organisation's equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.
- Sound knowledge of performance management and how this contributes to business success.

Personal Qualities:

- A strong commitment to high quality customer service.