



Role Profile

May 2019

Job Title:	M&E Projects Manager
Department / Location:	Planned works & M&E / Wembley
Role Purpose:	<ul style="list-style-type: none">▪ To specify and manage Mechanical and Electrical Installation and repair projects through all project stages.▪ To undertake pre and post inspections of Mechanical and Electrical installations and works.▪ To provide technical Mechanical and Electrical knowledge and advice on behalf of Network Homes.

Key Responsibilities and Accountabilities

- To project manage Mechanical and Electrical repairs and installation projects including management of consultants, contractors, programmes, budgets and all other aspects of projects to ensure they are completed within budget and timescales.
- Create detailed specifications for Mechanical and Electrical repairs and installations.
- To assist the Electrical Safety Manager to ensure Mechanical and Electrical compliance and the organisations Mechanical and Electrical legal obligations are maintained.
- Implement and oversee the investigation of any Mechanical and Electrical incident, liaising closely with internal and external bodies as required to reach a successful conclusion, preparing reports to the Head of Service on the outcome of all such investigations
- Assess and maintain the Group's emergency procedures in relation to Mechanical and Electrical safety to confirm that appropriate arrangements are in place to ensure a coordinated response to any incident
- Maintain an organised and structured programme of audits and inspections relating to Mechanical and Electrical equipment, reporting on the outcome of these audits and inspections so as to inform the Electrical Safety Manager on the extent of compliance with regards to mandatory and/or regulatory requirements
- Liaise with external bodies on all matters relating to Mechanical and Electrical safety, including accident and incident investigations
- Provide expert input on specialist Mechanical and Electrical matters to all departments
- Identify areas to achieve improvement of the overall level of Mechanical and Electrical management performance and promote a culture of commitment therein within the organisation
- Assist the Electrical Safety Manager with the management of the Mechanical and Electrical contracts taking necessary action to address any compliance and/or performance issues
- Contribute to the production of Mechanical and Electrical strategies, policies and procedures.
- Focus on achieving best practice performance in Mechanical and Electrical repairs with an ultimate target of 'right first time – every time' through continuous improvement
- Attend residents evening meetings
- To investigate and respond to complaints within the specified dates, in regard to all the service areas managed by the M&E team
- To mentor, train and guide the junior members of the team

Standard Responsibilities

Adopt and comply with Network values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health & Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

No role profile can cover every issue which may arise within the post at various times. The post holder is expected to carry out other duties from time to time, which are broadly consistent with those described.

Person Specification

Education

- Relevant degree level qualification in Electrical or Mechanical services or equivalent experience.

Knowledge and Skills Required

- In depth understanding of the legal obligation placed upon the council in relation to electrical and mechanical services
- A thorough understanding of the IEE Wiring regulations
- A thorough understanding of the Mechanical & Electrical regulations.
- Able to assess emergency procedures and contingency plans for managing the response to electrical and mechanical incidents.
- High level of knowledge of housing, housing law and the regulatory framework
- Knowledge of contract procurement and leasehold consultation requirements.
- Experience of developing and implementing complex strategies to meet business needs
- Able to represent the organisation externally at an appropriate level with key stakeholders such as local authorities, partner agencies and residents groups
- Ability to lead effective project teams delivering cross functional outcomes
- High level analytical skill and an ability to deliver creative solutions and information in a diverse environment

Experience Required

- Sound and extensive experience of the installation and maintenance requirements appertaining to electrical installations, door entry systems, CCTV, fire alarm and mechanical systems.
- Experience of undertaking complex defect diagnoses across mechanical & electrical building services
- Experience of working with residents and involving them in monitoring and shaping services
- Experience of budget setting and budget monitoring.
- Experience of implementing quality systems
- Experience of managing complex contracts and projects delivering high volumes of mechanical and electrical services to Network Homes properties.
- Responding and completing complaints in time

Additional Information

- May be required to attend sites out of normal office hours and within urgent time scales
- Will be required on occasions to wear protective clothing and use safety equipment
- Must be sufficiently mobile to be able to carry out the tasks required i.e. need to be able to climb ladders, access cellars, walk over uneven ground, work at heights and confined spaces
- Must be aware of the risks associated with working with machinery, very hot surfaces and hazardous materials

Organisational Competencies

We want to make Network a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry - we want to do more and do it better

- I am self-motivated, work hard and want to succeed
- I make things happen
- I think creatively to find solutions and get results for customers and colleagues
- I want to help Network achieve its goals

Accountable - we take responsibility and get things done

- I have a disciplined approach to work; I do what I say I will do
- I try hard to get things right first time
- I have a 'can do' attitude
- I think carefully about my work and how we could improve for the future
- I don't believe it's 'someone else's problem'

Respectful - towards our customers and our colleagues

- I arrive on time and fully engage in meetings
- I answer ringing phones and respond quickly to customer and colleague messages
- I work hard to communicate well with customers and colleagues, even if things take a bit longer as a result
- I make myself available and aim to be easy to work with

Together - one team, working towards common objectives

- I understand Network is one organisation and I actively promote a 'one team' culture
- I work well with people across Network to ensure customers only need to make a 'single ask'
- I welcome contact and input from colleagues in all parts of the business
- I welcome opportunities outside my team role to contribute to improving the business