

ROLE PROFILE

Site Manager - Residential

Reporting to: Park Director

Role purpose:

Responsible for managing and maintaining site safety, efficiently and effectively by delivering high levels of service, being a part of a motivated and competent team.

Responsibilities

- Role model the company values and behaviours at all times: Hospitality, Passion, Trustworthiness, Excellence, Stewardship, Kindness
- Liaise with external contractors for the completion of all relevant jobs and projects and ensure compliance with Health & Safety.
- Ensuring compliance with all statutory and brand safety polices associated with gas, water, electric, drainage, and Park Home siting.
- Ensuring the park is clean and is in line with H&S and cleanliness guidelines.
- Lead a multi-disciplined team to create park environment for our residents to enjoy.
- Presentation of all external areas of the park
- Park sustainability plan
- Maintenance across the park, to include grounds, buildings and equipment.
- Supports major capital development projects, working closely with the Park Director, Project Manager, and contractors.
- Network and build relationships with local authority partners as required.
- Network and build relationships with, local parks, suppliers and contractors to leverage cost opportunities.
- Ensure the maintenance department meets the daily, weekly, monthly and annual KPI targets.
- Effectively manage a budget for maintenance wages and monitor and maintain effective cost controls.
- Ensuring all required maintenance jobs are recorded on our company system with effective management of time taken, parts used and overall costs.
- Building relationships with residents and resolve queries within agreed timescales and follow through to beyond satisfaction.
- Ensuring the good working order of all plant and equipment whilst ensuring a planned maintenance schedule is in place in line with the Health & Safety policy.
- Support and help maintain the swimming Pool facilities and Plant and ensure they are managed to the required standards and compliance levels.
- Ensure the timely completion and upload of all documents to the designated H&S recording system

Progression in role: Entry <ul style="list-style-type: none"> • Experienced in maintenance at a professional level • Previous responsibility for working with financial budgets • Have experience of successfully leading, developing and motivating a maintenance team. • Ideally has a gas or electrical related qualification. • Strong understanding of landscaping and gardening work. • Hold the ability to plan and execute a maintenance schedule. 	Training for role Company orientation and induction General health and safety COSHH Fire safety Moving and handling Working at height GDPR
Competent – three months <ul style="list-style-type: none"> • Seeks out and acts upon regular resident feedback to build understanding and respond to their needs. • Effectively manages team and individual performance ensuring all team have a Personal Development Plan. • Ensure team have relevant qualification and complete training for their role. • Monitors the P&L and takes action to deliver the contribution target and budgeted costs. • Actively manages the ordering and control of stock. • Ensures the department uses workforce tools to deliver wages in line with budget. • Confident decision maker • Can exercise sound judgement and manage conflicting priorities when under pressure 	Diversity and Inclusion Cove Leader Budgets Objective setting Appraisals
Advancing <ul style="list-style-type: none"> • Expert understanding of related legislation. • Strong management and leadership skills to lead broad teams • Finds creative solutions to extraordinary situations 	
Excellence <ul style="list-style-type: none"> • Achieves budget consistently • Team retention is good • Examples of team development e.g. qualified • Excellent relationships with all departments 	

Key measures Feedback from residents Team survey Resident survey score for maintenance Complaint ratio Departmental budget Appraisal and feedback from Line Manager	