

ROLE PROFILE

Assistant Site Manager

Reporting to: Site Manager

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 Site Manager, 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:	Training for role
<p>Entry</p> <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. 	<p>Company orientation and induction General health and safety COSHH Fire safety Moving and handling Working at height GDPR</p>
<p>Competent – three months</p> <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 	<p>Cove Leader Budgets Objective setting Appraisals (PDRs) Diversity and Inclusion</p>
<p>Advancing</p> <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 	
<p>Excellence</p> <ul style="list-style-type: none"> • Achieves budget consistently • Coachee/ mentee support ongoing and recorded • Team retention is good • Examples of team development e.g. qualified 	<p>Coaching and mentoring</p>

<ul style="list-style-type: none">• Excellent relationships with all departments	
<p>Key measures</p> <p>Team survey Owner survey score for maintenance Complaint ratio Departmental budget Appraisal and feedback from Site Manager</p>	