

Job Specification.

Facilities Manager

About Native Residential:

Native Residential (www.native-residential.com) is one of the fastest growing BTR operators in the UK, with over 4,000 units under management. We're part of the Native Group (www.native-group.com), making us sister company to Native Places (www.nativeplaces.com), one of the largest operators of design-led boutique aparthotels & serviced apartments in the UK. Thoughtful design, great customer service and revenue outperformance are part of Native Residential's DNA.

We operate our BTR assets on behalf of a wide range of institutional investors and our residents are predominantly young professionals and families looking for a great lifestyle experience in professionally managed, rental accommodation. We're ambitious to continue our growth across the UK and to build a reputation for delivering a fantastic service to both our investor clients and residents.

Native Residential is earning a growing reputation for operating large-scale mixed-use estates which have a focus on placemaking. Native Residential won the Property Week 2022 award for Placemaking at Kampus, joint with Canary Wharf Group's Wood Wharf.

Summary of Position:

The Facilities Manager oversees and performs technical and mechanical work that ensures the building, apartments, grounds, amenities, and common areas, meets standards, of appearance, safety, and overall functionality by managing maintenance-related tasks. Primary responsibilities include maintenance of the site including overall inspections, repairs, and general maintenance of the apartments and the interior/exterior of the building. Lead the maintenance team by delegating, supervising, and directing the work of the department. It will be critically important to ensuring that Native meets its statutory obligations. This role supports the wider business in assisting new sites pre practical completion and this individual will assist onboarding new developments as required.

There are four key pillars that will underpin the job holder's success within this role includes:

Resident satisfaction: You will implement a localised facilities strategy that focusses on preventative and reactive maintenance across the business, to ensure that every customer has an exceptional experience when visiting or living at our properties across the portfolio. It is our aim that each residential property is in the top three BTR assets in its area on Homeviews.

Income and expenditure management: You will seek ways to improve our service and facilities management, to ensure that our clients see an exceptional return on investment. You will be at the forefront of the building facilities to ensure costs are controlled and maximum revenue is achieved from rental opportunities.

Operational excellence: You will spearhead operational excellence across the Community.

Team Management and Development: None of the above will be possible without your exceptional onsite team. You will champion the development and growth of our "best in class" team who love working for Native.

Principle Duties & Responsibilities:

We've summarised here some of the day-to-day functions of the role:

- Lead on maintenance activities to ensure resident requests and preventative maintenance programs are prioritised effectively and are being performed according to company standards.
- Leads on hiring, training & development of the facilities team. Ensuring that all team members have clear understanding of their roles and responsibilities.
- In conjunction with the Community Manager, develops standards for the maintenance of the building and exterior areas.
- Oversees and completes the “make-ready” process to prepare vacant apartments for leasing and check-ins by completing the inspections, creating a list of maintenance work needed, scheduling vendors and contractors as needed, obtaining needed supplies and materials, completing all maintenance tasks, and inspecting completed work.
- Undertakes routine (daily) checks of apartments and other areas of the building, identifying maintenance tasks for the in-house team and scheduling contractor’s visits.
- The role involves obtaining materials and arranging the completion of all maintenance tasks in a safe & secure environment.
- Periodically inspecting work performed by other service team members to assess effectiveness of policies and procedures and work with the Community Manager to develop corrective action plans as needed.
- Periodically inspects work performed by contractors, to ensure all work and materials meet quality standards, scope and specifications as required.
- Maintains adequate stock of spare parts and works with Community Manager to order materials and tools as needed always being mindful of budget requirements.
- Assists the Community Manager to develop the budget for regular repair and maintenance and capital expenses.
- Completes monthly preventative maintenance procedures as outlined in the Policy and Procedure Manual.
- Supports cost-cutting and expense control programs by fixing rather than replacing parts, when possible, not being wasteful with materials and supplies, and practicing the correct use for tools and equipment.
- Follows established policies and procedures by monitoring and ensuring compliance with H&S regulations, organisational standards, and operational processes, ensuring the team are fully trained and updated.
- Schedules and, where appropriate, performs minor and routine maintenance on all appropriate equipment on a regular basis. Inspects and maintains all tools in excellent condition.
- Practices and promotes proper safety standards in accordance with the Company’s policies, procedures, and standards by immediately dealing any mechanical or electrical equipment damage, teams/guest/resident injuries or accidents, or other safety issues appropriately.

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- Conducts routine and periodic inspections to identify safety and risk management concerns, keep the building and external areas in good repair, and communicate concerns about the physical needs appropriately.
- Identifies areas for improvement and offers suggestions and recommendations to improve efficiency and productivity.
- Completes documentation and other paperwork timely and accurately so that service requests can be appropriately documented, tracked and completed.
- Ability to keep sensitive information highly confidential at all times.
- Where appropriate acting on work sheet recommendations made by contractors to ensure the site is fully compliant.

If you're ready to be our next Native, you'll probably

- Have demonstrable experience in property management as a Facilities Manager.
- Have comprehensive understanding of building maintenance.
- Be fully aware of health and safety regulations and demonstrable experience in ensuring full compliance with stator and legal requirements.
- Hold an IOSH certificate and L8 certificate as a minimum although NEBOSH certificate is also preferred.
- Be IT savvy with excellent knowledge of Microsoft Office programmes, Building Management Systems and Customer Relation Management systems.
- Have exceptional communication skills and the ability to build rapport with customers and team members.
- Be a motivational leader, who drives their team to success.
- Be able to work a flexible schedule.