

Job Specification.

Technical Services Manager (TSM) – One Station Hill, Reading.

About Native Residential:

Native Residential (www.native-residential.com) is one of the fastest growing BTR and mixed use operators in the UK, with over 4,000 BTR units under management and 250,000sqft of commercial space and growing. 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.

Using our hospitality and BTR background we are building a new breed of commercial property and facilities management, a service that is built from the ground up to focus on employee experience, community and placemaking. Our reputation for operating large scale mixed use estates, with a focus on placemaking has earned us the 2022 Property Week Placemaking award. We believe focussing on the end user drives real value for our clients.

Having successfully mobilised the BTR component, we are now turning to the commercial element of Station Hill and we are looking to appoint an experienced TSM with experience in large commercial office buildings.

The role is pivotal for both our client and Native and will lead on all technical services at one of the largest mixed use schemes in the UK. Comprising 275,000sqft of Grade A multi let offices (phase 1) with future expansion of a further 325,000sqft (phase 2) as well as over 2 acres of high quality public realm – Station Hill is transformational. (<https://www.stationhill.co.uk/>)

Summary of Position:

One Station Hill is a highly technical building with a number of ESG and air quality accreditations including WELL Platinum, BREEAM excellent and AirRated. We are looking for a TSM to focus on creating the most comfortable environment for our customers and delivering an operationally efficient building.

Primary responsibilities include ensuring the proactive maintenance of all technical MEP equipment (via a third party supplier partner), including inspections, repairs, and general maintenance of the all apparatus that remains under the landlords responsibility via a detailed planned preventative maintenance programme. The role will have responsibility for overseeing lift maintenance, data services, speed gates and the BMS. Of particular important is ensuring Native and our client meets all statutory obligations.

This role is to be hired pre practical completion and this individual will be responsible for onboarding this development including commissioning M&E, snagging where required, warranty registration and overseeing defects.

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

Operational: Proactively manage the maintenance contracts, ensuring the site teams have the right skill set and competencies to execute both planned and reactive works efficiently.

Compliance: Take a lead on compliance and ensure One Station Hill meets all compliance targets and introduce a filing system to capture all documentation.

Innovation: Consider new technologies and industry new ways of working to develop strategic operational plans for all areas in scope. Be the Native subject matter expert for technical services.

Income and expenditure management: Analyse performance against budget, ensuring both contracted and project work invoices match contract terms and represent good value for money.

Team Management and Development: None of the above will be possible without your exceptional onsite team including third party employed engineers. 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 tenant requests and preventative maintenance programs are being performed according to company standards.
- Working with our supplier partner, leads on hiring, training & development of the engineering team. Ensuring that all team members have clear understanding of their roles and responsibilities.
- In conjunction with the Head of Station Hill, develops standards for the maintenance of the building aligned with its accreditation.
- Lead the net zero in operation strategy, working with relevant specialists to drive down consumption from the landlords MEP equipment.
- Manage the external MEP and VT consultant to ensure all supplier work is technically sound and delivered in line with the agreed PPM routine.
- Become the lead for the BMS application and work with all stakeholders to ensure its efficient operation.
- Ensure the building asset register is kept up to date at all times.
- Ensure SOPs are in place for all relevant technical services.
- Monitor and drive forward supplier contract performance including monitoring SLAs and KPIs.
- Undertakes routine checks of all areas of the building, identifying maintenance tasks for the engineering team and scheduling contractor's visits.
- Periodically inspecting work performed by our suppliers to assess effectiveness of policies and procedures and work with the Head Station Hill to develop corrective action plans as needed.

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- Maintains adequate stock of critical spare parts and works with Head of Station Hill to order materials that represent a risk to the operation of One Station Hill. Establish and maintain a risk register with corresponding mitigation measures.
- Assists the Head of Station Hill to develop the service charge budget for regular repair and maintenance and project works.
- Completes monthly preventative maintenance procedures as outlined in the Policy and Procedure Manual.
- 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.
- 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, tenant/visitor/team injuries or accidents, or other safety issues appropriately.
- 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, likely from a hard FM or engineering services background with a focus on commercial offices.
- Experience of onboarding a property through practical completion.
- 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.

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- 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.