



PLANNED MAINTENANCE CONTRACT MANAGER

**£43,095 INCLUDING ESSENTIAL
CAR USER ALLOWANCE**



Planned Maintenance Contract Manager**£42,000 plus essential car user payment of £1,095 per annum****Permanent contract****Full time (35 hours per week)**

Picture this: it's 1919, the aftermath of the First World War, and railway workers are returning home, seeking shelter and solace. Born out of the noble Homes for Heroes campaign, the North Eastern Railway Cottage Homes and Benefit Fund sprang to life with an initial donation of £10,000 and the enthusiastic weekly contributions from 7,000 dedicated railway workers. But that's not all – the North Eastern Railway matched members' contributions and provided invaluable free services like accountancy, architecture, and surveying. The result? The first homes for railway heroes emerged in 1921, dotting the landscape of South Gosforth, York and Darlington.

Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage 1,620 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. While it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

We are really excited by our future and we're on a journey to transform our resident experience and deliver a new approach to asset management and resident engagement. This role is crucial to our mission and you'll have a fantastic opportunity to drive real improvements for our residents.

We're looking for an enthusiastic Contract Manager to join Team Railway to play a key role in the delivery of planned maintenance and compliance works across our homes. You'll be responsible for specifying, monitoring and managing capital works programmes, including component replacement of kitchens, bathrooms, heating systems, windows, doors, roofing and other component replacements. In addition, you'll lead the delivery of compliance-related upgrades and improvement projects, with a particular focus on fire safety. You'll make sure that all of our planned maintenance and improvements works meet all legislative and regulatory requirements.

You will have a fantastic opportunity to work to maintain historic homes originally designed and built to provide shelter for railway workers returning from the First World War. Whilst our first purpose-built homes were built in the early 1920s, some of our buildings date back to the mid-1800s and have been transformed from their previous lives as working railway buildings into modern homes. You'll be entrusted with the privilege of preserving and maintaining their legacy whilst ensuring that we meet resident expectations for contemporary living.

You'll be based at our office in Westpark Village, Darlington along with some home working and regular travel across our operating area. You'll be working with us for 35 hours a week and we're flexible to make sure we can provide the best service to our residents.

If you're interested in joining our team and our mission to deliver exceptional services to residents, please send in your CV and a covering letter letting us know why you're interested in joining us to recruitment@railwayha.co.uk by Sunday 6 July 2025.

If you'd like to have a chat about the role, please email recruitment@railwayha.co.uk and one of our colleagues will be in touch.

We are excited to hear from you.

Role Description



Role Title: Planned Maintenance Contract Manager

Responsible to: Head of Property

Responsible for: No line management responsibilities

About Railway

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Fast forward through the years, and Railway Housing Association has evolved into an organisation that's rightly proud of its history and excited by its future. Registered with the Charity Commission in 1962 and as a housing association in 1976, we now proudly own and manage over 1,600 homes across 20 local authority areas. Our footprint echoes the historic routes of the North Eastern Railway, stretching from Northumberland, Newcastle, Gateshead, County Durham, Darlington, York, Hull, East Riding, Doncaster, Leeds to Hereford, touching the lives of countless individuals and families along the way. Whilst it's true that today's residents don't need to be railway workers, our heritage remains a vital part of our identity. We take immense pride in our history and the profound impact of providing high quality, affordable housing to all who call our properties home.

Role Summary

To lead the delivery of planned maintenance and compliance works across our homes, including specifying, monitoring and managing capital works programmes. This will include component replacement of kitchens, bathrooms, heating systems, doors, windows, roofing and other replacement and improvement works. To lead on the delivery of compliance-related upgrade projects, with a particular focus on fire safety, ensuring that all works meet current legislation and regulatory requirements.

Key Responsibilities and Accountabilities

Strategy and Policy

- Design, develop, deliver and review all associated policies and procedures to ensure that the procurement and delivery of capital, compliance-related and other improvement works are legal, compliant and best practice

- Develop and implement a series of service quality standards, specifications and operating procedures for the delivery of works, ensuring that the voice of the resident is heard
- Support the development and implementation of the Resident Experience Strategy
- Support the Head of Property in the implementation of the Asset Management Strategy and the development of aspiration and understanding for the future

Planned Maintenance

- Develop specifications and schedules of work for planned maintenance programmes, ensuring value for money and adherence to quality standards
- Manage the end-to-end delivery of planned maintenance projects including procurement, contractor management, and quality assurance
- Oversee the design, specification, and delivery of component replacement works including kitchens, bathrooms, heating, windows, doors, roofing, and other key building elements
- Lead on the delivery of compliance related improvement and remedial works, with a strong focus on fire safety measures, such as fire doors and compartmentation
- Conduct pre and post-inspections, diagnose building defects, and ensure timely resolution
- Support the planning and delivery of energy efficiency upgrade programmes, with a particular focus on the delivery of the grant funded schemes, ensuring compliance with funding requirements and government targets
- Work collaboratively with internal teams and external contractors to ensure timely delivery of programmes within budget
- Monitor contractor performance and ensure all works are completed to specification, on time, and to a high standard
- Act as the key point of contact for residents, providing clear communication and resolving any issues arising during works

Stock Condition and Other Data

- Contribute to, and undertake stock condition surveys to inform asset management planning and investment decisions
- Ensure that data is robust and updated following the completion of works programmes

Health and Safety

- Support a culture of health and safety throughout the Property Team, ensuring that feedback and concerns are actively encouraged and acted upon
- Ensure that there are effective measures in place to keep colleagues safe
- Ensure that all contractors have appropriate insurance, protection and health and safety requirements to protect residents, colleagues and the Association from risk
- Ensure all projects comply with relevant legislation, Building Regulations, Health & Safety standards, and best practice guidance

Finance, Risk and Performance Management

- Support a strong culture of value for money, including working collaboratively across the organisation to deliver value for residents

- In consultation with Finance colleagues and the Executive Team, prepare budgets and forecasts
- Ensure that there are robust systems in place for managing, controlling and understanding the expenditure
- Deliver responsibilities in line with the Association's financial rules, standing orders and approval limits
- Proactively identify, manage and mitigate risk and to contribute to the Association's wider approach to risk management

The must haves:

Skills and Abilities

- A strong resident focus, leading services that encourage resident loyalty
- Ability to engage, influence and negotiate with colleagues, residents and stakeholders
- Analytical, commercial and strategic thinking
- Ability to interpret, analyse, prepare and present financial information, performance information and complex data
- Ability to manage risk within an agreed appetite framework
- A capacity to deliver behaviours and culturally aligned results to tight deadlines and under pressure
- Ability to make sound judgements and protect the brand and reputation of Railway Housing Association

Personal Attributes

- Be a role model of the Association's values, behaviours and culture
- Act ethically, with integrity and honesty
- Be transparent, open and welcome of challenge and feedback
- Champion innovation, technology and efficiency
- Be resilient and work under pressure
- Champion the resident experience, putting residents at the heart of decision making
- A commitment to equality, diversity and inclusion

Experience and Knowledge

- A relevant professional qualification (HNC/HND in Building Surveying, Construction or equivalent)
- A high level understanding of the regulatory requirements, legislation and operating environment of the social housing sector
- Experience of managing planned maintenance and/or compliance works within the social housing sector
- Strong technical knowledge of building components, building regulations, health and safety and fire safety compliance
- Experience in preparing technical specifications and managing contracts and contractors
- A track record of strong performance management
- Programme and project management experience to deliver complex projects on budget
- Experience of using customer/client feedback in the design and delivery of services
- An understanding of using asset data to develop maintenance programmes
- A full UK driving licence and access to a vehicle

Desirable

- Membership of a relevant professional body (e.g., RICS, CIOB, CIH)
- Experience with asset management software and housing management systems

- Knowledge of Decent Homes Standard and Net Zero/carbon reduction initiatives in housing