

**GOODWOOD**

**The Role**

The Deputy R&M Manager(Let Portfolio)will be part of the Repairs & Maintenance Department and report to the Repairs & Maintenance General Manager.

**About us**

At Goodwood, we celebrate our 300 year history as a quintessentially English Estate, in modern and authentic ways delivering extraordinary and engaging experiences. Our setting, 12,000 acres of West Sussex countryside and our story both play significant roles in Goodwood’s success. What really sets us apart is our people. It is their passion, enthusiasm and belief in the many things we do that makes us the unique, luxury brand we are.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for providing the “**world’s leading luxury experience.**”

**Our Values**

**The Real Thing Daring Do Obsession for Perfection Sheer Love of Life**

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| We employ meticulous attention to detail to create experiences, as they should be. We are honest and open. | We don't mind breaking the rules to create the best possible experiences. We will take tough decisions | It’s a team thing – everybody mucks in to make things happen. We're madly passionate about what we do | We want to make everyone feel special by loving what we do. |

**Purpose of the role**

One of three Deputy Management posts reporting to the R&M General Manager, this role is primarily responsible for delivery of a first class highly customer focussed Facilities Management service to the commercial and residential let portfolio.

**Key responsibilities**

* Manage and seek to continuously improve the planned preventative maintenance programmes for the commercial and residential let portfolio, including but not limited to heating systems, fixed wire electrical safety and other planned maintenance activities including external repairs and decorations;
* Work closely with Goodwood’s Land Agent to support the efficient management of the let portfolio,
* Manage the day-to-day activities of in-house trades and contractors to the highest standards;
* Manage projects, including property refurbishments, as directed by the R&M General Manager, on time, to budget, and to specifications agreed in advance with the client;
* Have commercial ownership of a number of high value contracts as directed by the R&M General Manager and ensuring service delivery excellence;
* Develop and maintain positive working relationships with all customers;
* Monitor, track and report on reactive and planned maintenance work using a computerised helpdesk system (CAFM);
* Support the Repairs and Maintenance General Manager in the management of the Estate’s Private Water Supply, including being the Deputy Responsible Person for legionella control at relevant properties;
* Ensure safe systems of work and compliance with legislative regulations relating to all work activities, including but not limited to the Control of Asbestos Regulations 2012, CDM Regulations, Oil Storage Regulations, etc;
* Participate in a standby rota for out of hours cover and especially for major Motorsport events;
* Carry out any other duties as directed by the R&M General Manager.

**Qualities you will possess**

* Passion for what you do
* Positive and friendly with a “can do attitude”
* Attention to detail
* Ability to prioritise and organise
* Proactive
* Take responsibility for yourself
* Confident to make decisions and to stand by them
* Good negotiation and influencing skills
* Excellent communicator
* A sense of fun!

**What do you need to be successful?**

* Proven track record in exemplary customer service
* Proven track record in Facilities Management at a diverse and complex estate
* Proven experience in managing staff
* Strong financial awareness and business acumen
* A detailed understanding of the UK’s legal framework in relation to property maintenance, construction and infrastructure works
* Membership of appropriate professional association eg British Institute of Facilities Management
* Ideally, Higher Education qualification in relevant subject.

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Each role is assigned a level against our expected behaviour. Your role levels are set out below.

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| **BEHAVIOUR** | **LEVEL** |
| Think Customer | 3 |
| Communication & Trust | 3 |
| Taking Personal Responsibility | 3 |
| Encouraging Excellence & Commercial Success | 3 |
| Working Together | 3 |