

Field Services Manager Property Services

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Company: Churchill Estates Management Ltd

Location: East Sussex

Category: other-general

Job title: Field Service Manager (leasehold retirement property services)

LocationField based, with frequent travel to sites in the South East. Ideal location for our candidate will be East Sussex or Kent.

Hours37 per week, Monday to Friday

PackageCompetitive salary, Company car or cash for car allowance, plus excellent Colleague benefits

Churchill Estates Management (CEM) is a leading property management company specialising in independent retirement living. Under the direction of our new Property Services Director, we are now recruiting for an experienced Field Service Manager to join the team.

About the role

The Field Service Manager (property services) is responsible for the delivery of works to the CEM property portfolio, ensuring high standards of quality are delivered and maintained to our developments and assets. Successfully delivered work programmes may relate to fire works, warden call systems, asset replacement, building improvement, and major works (Section 20's) from the point of handover throughout the development lifecycle.

The main responsibilities of the Field Service Manager are:

Oversee contractor attendance and performance for planned and reactive works and projects.

Seek and act on feedback from colleagues, taking a proactive approach to the review and management of external contractors and suppliers.

Ensure maintenance and compliance activities are delivered efficiently, safely, and completed within agreed SLAs, ensuring that legislative requirements are met.

Communicate effectively with Operational teams during the various stages of works that are being carried out, demonstrating exceptional stakeholder management and a supportive approach to help minimise disruption to colleagues and customers.

Being the escalation point for complex repair issues and building defects.

Feed into reporting to the business on key areas of success and steps for improvement.

Check and authorise invoices and payments to suppliers and subcontractors.

Work closely with the Building Surveyors and Property Services team to ensure the right solution is being delivered.

Working hours are Monday to Thursday 09:00 to 17:30 and Friday, 09:00 to 17:00.

About you

Our new Field Service Manager will demonstrate extensive knowledge and understanding of facilities management or site management environments. It would be advantageous to have overseen major and remedial works within a residential development setting, with previous experience of managing contractors and service level agreements.

You will be educated to GCSE level C/5 in Maths and English, with good IT skills in MS Office, able to embrace new technologies.

Your personal attributes will show that you are highly self-motivated with excellent communication and problem solving skills. You will enjoy working in a fast-paced environment, able to juggle multiple workloads, whilst working to deadlines and remaining

calm under pressure.

Ideally, you will be located within easy reach of East Sussex, Kent, South London and Essex regions.

A valid UK driving licence is essential to carry out this role.

Your rewards

Competitive salary

Cash for car or company car

Mileage and expenses reimbursed

Annual holiday entitlement - 24 days, plus Bank Holidays

Day off on your birthday

Group Personal Pension Plan

Private medical cover

Health Screening

Life Assurance

Eye Care vouchers

£200 John Lewis vouchers for expectant parents

Colleague, Client and Land Introduction incentives

Charity fund matching through Churchill Foundation

About us

Churchill Estates Management is a wholly owned subsidiary of Churchill Retirement Plc.

The business has grown year on year since launching in 2006 and we now manage more than 220 retirement developments, 9,000 apartments, supporting over 11,000 retired people nationally.

Our Head Office, based in Ringwood, provides vital centralised services in support of our

retirement developments who in turn are supported by a team of experienced Regional and Area Managers, right across the UK.

Our service is about so much more than simply buildings and facilities management, we provide an enhanced lifestyle for our homeowners in their retirement. You will find all Colleagues of CEM extremely passionate about this, and we go above and beyond to ensure our customers enjoy their retirement, and their loved ones have peace of mind.

We are an ambitious and innovative company who have a clear growth strategy for the years ahead. Our Vision is to be the best property management company in the UK.

We understand the importance of protecting your personal data when you submit a job application. For more information on how we process your personal data please read our Privacy Policy.

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Cross References and Citations:

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