



IDENTIFICATION

Agency	Position Title	
Housing NWT	Manager, Maintenance Programs	
Position Number	Community	Division/Region
93-13560	Yellowknife	Infrastructure

PURPOSE OF THE POSITION

The Manager, Maintenance Programs is responsible for the research, analysis, planning, development, implementation, operation and evaluation of Maintenance Management Programs to ensure Housing Northwest Territories (HNWT) and its partners/agents operate and maintain buildings, facilities, warehouses, equipment and vehicles, effectively and efficiently. The Manager, Maintenance Programs is a key position that ensures the effective and efficient delivery and implementation of maintenance and asset management programs and services in communities through the provision of expert advice, compliance auditing, operational support, and training. This requires the Manager to work collaboratively with Local Housing Organizations, District Offices, contractors, and Indigenous and community governments.

SCOPE

This position is located in the Infrastructure Services Division in Yellowknife and reports to the Director of Infrastructure Services. The duties of the position impact the HNWT's district offices, service delivery organizations (SDOs), suppliers, contractors and individual clients/homeowners. The incumbent must maintain an ongoing balance between technical and practical skills.

The Manager, Maintenance Programs is responsible for providing expert advice and assistance to colleagues within HNWT and SDOs on the planning, budgeting, prioritizing, development and delivery of all HNWT maintenance programs and activities. The position works with District Officers and SDOs to reaffirm the importance of various legislative, policy and regulatory guidelines including the National Building Code of Canada, and the Spill Contingency Planning and Reporting Regulations. The position assists with the monitoring and evaluation of SDOs, in conjunction with appropriate staff in the districts and from the main office.

The magnitude of the budget impacted by this position is \$7.5 million annually. HNWT has an inventory of over 2800 rental units, 41 warehouses/offices, shelters located across the territory. The Manager is also responsible for managing a staff of 3 to 10 employees, and has a functional relationship with the maintenance teams in the District Offices. HNWT has five district offices that oversee operational activities and deliver programs. Over 25 service delivery organizations are the day-to-day property managers and maintenance providers at the community level.

RESPONSIBILITIES

1. Manage and coordinate HNWT's maintenance, asset and utility management programs, as well as all related software.

- Routinely evaluate utility and maintenance management systems to ensure suitability and compatibility with day-to-day operations in the HNWT.
- Routinely liaison with district staff and service delivery organizations and partners to solicit feedback and input on maintenance management programs' effectiveness and to identify areas needing attention, enhancements, improvements or revisions.
- Incorporate appropriate changes to the current maintenance management programs, operating guidelines, standards, manuals and schedules based on the evaluation of input and specific recommendations from end-users and as approved by senior management.
- Ensure district offices and HNWT vehicles are being maintained in accordance with current guidelines and procedures.
- Plan and coordinate the procurement of new vehicles, ensuring acquisitions meet operational requirements, safety standards, and cost-effectiveness criteria.
- Manage the disposal or decommissioning of aging or underperforming vehicles in accordance with territorial policies and environmental regulations
- Incorporate appropriate changes to the current vehicle maintenance and operating guidelines, standards and schedules based on the evaluation of input and specific recommendations from end-users and as approved by senior management.
- Develop and implement program requirements for the computerized maintenance information system, data management and reporting over the annual cycle.
- Develop utility management program requirements and standards to reduce utility costs and conserve energy.
- Represent the HNWT on GNWT interdepartmental committees formed to review or develop maintenance systems and standards or other maintenance related activities, such a standardization, procurement activities and training.

2. Evaluate, monitor and report on maintenance, utility and asset management programs delivery performances.

- Plan and implement a comprehensive process to ensure the systematic monitoring, review and evaluation of maintenance, utility and asset management program delivery.
- Manage and coordinate information resources to ensure system integrity by participating in systems development initiatives.
- Develop, implement and coordinate corrective action plans, and/or procedural changes, that respond to non-compliance and/or underperformance activities of SDOs with the District Offices.

- Coordinate and present regular reports on maintenance, asset and utility management programs' activities.
 - Oversee and collaborate with compliance auditing and assessments of HNWT and SDOs to ensure efficient maintenance operations and asset management. This includes overseeing inventory counts and providing appropriate documentation when requested.
- 3. Manage the development and coordination of processes that support the efficient operations of SDOs and District Offices to ensure effective service and program delivery.**
- Provide expert advice to District Offices and SDOs on operational procedures, policies and guidelines.
 - Oversee the development and maintenance of SDO maintenance and inspection procedures.
 - Foster a team approach with District Offices and SDO staff.
 - Collaborate with senior District Office staff on the development of annual operational plans and budgets.
 - Oversee the development and implementation of training of Division, District Office and SDO staff on maintenance activities and asset management, such as inventory counts.
 - Promote the integrity of Housing NWT housing programs by ensuring that District Offices and SDOs have the necessary communication tools and processes to keep communities abreast of their effectiveness.
- 4. Manage environmental liabilities risks**
- Oversee and manage the implementation, development, and evaluation of the Fuel Replacement Tank Program.
 - Ensure inspections are conducted on all HNWT assets, including fuel tanks to ensure code compliance with various environmental legislation and regulations.
 - Collaborate with officials from the Department of Environment and Climate Change.
- 5. Advise the Infrastructure division, District Offices and SDOs on matters related to maintenance and asset management in building projects.**
- Provide advice and support to District Directors and Technical Staff on maintenance issues, maintenance software, planning requirements and reporting, asset management.
 - Provide assistance on inspection procedures, contract requirements, project management, material standards, design decisions on material selection, to colleagues in the Infrastructure Section.
 - Ensure SDO's and district staff have current copies of operating manuals and procedures and computerized maintenance management systems.
 - Provide assistance to colleagues on emerging trends and processes in asset management and alert the design team to material selection that improves life cycle impacts.
 - Review the technical aspects of the management agreements with service providers and provide recommendations to improve administrative capability of these agreements.
 - Prepare budgets, estimates and other costs as needed for maintenance activities, asset purchases or maintenance projects.

6. Supervise, motivate, mentor and evaluate human resources

- Manage and coordinate the day-to-day activities and supervision of staff.
- Participate in the planning of the human resources needs to ensure that staffing levels meet requirements.
- Develop and foster a team approach in the unit including fostering relationships between staff in Headquarters and in District offices.
- Schedule and assign work to staff and monitor work in progress and work accomplishments.
- Undertake staff performance appraisals through discussion with incumbent in accordance with human resource policy.
- Request staffing needs, where required, through the Director, Infrastructure Services and participate in recruitment processes.
- Support staff in developing and achieving goals in self-managed work plans.
- Develop and facilitate workshops for SDOs, Division and District staff.
- Develop, review and update job descriptions related to maintenance and technical work.
- Ensures compliance with collective agreements and human resources policies.
- Initiates corrective or disciplinary action as appropriate.
- Identifies knowledge and skill development needs and supports staff to achieve goals and facilitates the learning opportunities for the staff.

WORKING CONDITIONS

Physical Demands

The incumbent will experience a moderate level of physical demands, involving climbing, balancing, stooping, kneeling, crouching and crawling, while attending construction sites, maintenance inspections, and facility monitoring.

Environmental Conditions

Building and facility inspections may be conducted in winter and a variety of weather conditions.

Sensory Demands

No unusual demands.

Mental Demands

The incumbent travels 12 -15 times a year to various communities to provide staff/community training, program monitoring, and inspections, and can away from home up to 40% of the time.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of asset management, maintenance programs, building and material standards, inventory controls, and planning cycles.

- Knowledge of costing, including developing reasonable budgets, preparing accurate estimates, tracking and monitoring actual costs, and recording costs for future reference.
- Knowledge of developing, monitoring, and presenting comprehensive reports, complete with cost components, including spreadsheets.
- Knowledge of "hands-on" activities in maintenance, maintenance systems and building construction.
- Knowledge of national and municipal building and fire codes, local zoning bylaws, labour standards and health and safety, including pertinent environmental legislation.
- Knowledge of energy conservation techniques in building design and construction.
- Knowledge of tendering, awarding contracts, contract administration, project management, and building inspections and building commissioning.
- Computer skills in word processing, computerized maintenance management programs, spreadsheet and presentation software, as well as internet and electronic communications.
- Skills in communicating orally and in writing with technical staff and clients.
- Problem solving skills,
- Ability to deal with deadlines and priorities.
- Ability to communicate effectively in meetings and through presentations and workshops settings.
- Ability to deal with organizations and individuals with tact and diplomacy.
- Ability to initiate activities in a professional manner; leadership skills.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A post-secondary degree or diploma with three years of relevant experience, including one year in a specifically relevant area such as asset management or infrastructure planning for maintenance and maintenance management of facilities.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- No criminal records check required
- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- French required (must identify required level below)
Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) Intermediate (I) Advanced (A)

READING COMPREHENSION:

Basic (B) Intermediate (I) Advanced (A)

WRITING SKILLS:

Basic (B) Intermediate (I) Advanced (A)

French preferred

Indigenous language: Select Language

Required

Preferred