

	<b>Job Title</b>	Repairs Manager
	<b>Department</b>	Housing Management
	<b>Section</b>	Property Services
	<b>Grade</b>	PO7
	<b>Reports to</b>	Responsive Repairs & Voids Manager
	<b>Staffing Responsibility</b>	8 direct reports (Surveyors & Repairs Coordinators)
	<b>Organisation</b>	<i>Please attach organisation structure</i>

**Job Purpose:**

1. Responsible for the end to end customer journey within the repairs service, taking a strategic lead on developing and improving the service for today and the future. Deliver a sector-leading customer experience, making sure each transaction is positive and embedding a right first time approach.
2. Influence and collaborate with the Housing Customer Services Team, responsive repairs contractors, and wider Housing Management and Property Services teams to continually improve service delivery and enhance the reputation of the organisation.
3. Integrating customer care into the working practices of all staff in the Repairs Team through a 'Customer Centric' approach, ensuring that they treat service users with respect and courtesy and adhere to Housing and Corporate standards in respect of face to face interactions, answering telephones and correspondence.
4. To provide leadership and management direction to the Repairs Team, ensuring that an excellent responsive repairs and contract management service is delivered to all customers.
5. To support the Repairs and Voids Manager in securing the continuous development, improvement, efficiency and success of the department as a whole.
6. Use feedback to drive improvements throughout the service interpreting and assessing future customer needs, identifying trends, generating original ideas, and responding quickly and effectively to operations issues and requirements.
7. Liaison and negotiation with contractors and other service departments to meet customer needs

**Principal Accountabilities and Responsibilities:**

1. Make a positive contribution to the delivery of the responsive repairs service, this will include working flexibly and positively to achieve the objectives of the council.

2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
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4. Lead staff to provide a high level of customer service with emphasis on getting repairs right the first time, keeping promises and taking ownership for the customer demands and request. Promote self-sufficiency in our services while offering support to those that need extra help.
5. Mentor and coach and set targets for the front line officers responsible for repairs diagnosis and prioritisation. Assist with line management as required.
6. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
7. Support effective working relationships and act as an ambassador and advocate with external organisations
8. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
9. Delivery of an effective technical, surveying, inspection and contract management service to responsive repairs, new build, aids and adaptation, and health & safety areas.
10. To collaborate with the Customer Experience Manager to effectively provide the first point of contact for Property Services customers, adhering to the premise of 'right first time' for both contact and repair.
11. Accountable for the quality and professionalism of service delivery. The work to include the implementing of operational plans within the service area to fit with broader functional and departmental strategy.
12. Develop strategies and policies through positive participation in working groups and other corporate activities.
13. To lead and influence contractors, consultants and advisers as required through change and service improvement processes.
14. To liaise and consult both internally and externally to ensure full participation, consultation, and buy-in from stakeholders, particularly customers.
15. Undertake monthly forensic inspections and reviews of a sample of repairs carried out by the contractor and as received by the contact centre. The review of service will commence with an evaluation of the initial and subsequent customer contacts and communications complete with the repair specification derived, through to an evaluation of the processes, procedures and outcomes operated by the contractor. This process will then will be completed with a review of the overall quality, cost and value of the works including meeting operational and statutory KPIs and a post customer survey. Produce a monthly report and be part of the performance review meeting that follows with the contact centre and the contractor.
16. Accountable for the timely provision of quality inspections, reviews and audits to ensure works and installations are consistent with specifications and expense incurred. Provide timely monitoring of the progress of construction and services projects within the repairs and

maintenance programme. Define quality procedures in conjunction with contract and commissioning staff and look at ways to reduce waste and increase efficiency.

17. Provide specialist commercial expertise, construction and maintenance knowledge to extend the benefits from collaborative procurement to the management of contracts. Ensure Housing's contracting activity takes account of minimising risk and maximising opportunities for new income. Lead contract negotiations to achieve mutually agreed outcomes that provide contracts which protect and advance the council's interests whilst providing attractive terms for suppliers.
18. Ensure that contract requirements are effectively communicated and assigned to, and owned by, accountable officers within repairs. Ensure effective arrangements are in place for the regular monitoring of contract performance across all range of contract provisions including financial performance, activity and quality indicators including outcome measures.
19. Act as Principal Designer as required to co-ordinate health and safety on all projects. Obtain support from the Asset Compliance Manager. Ensure project and design risk management processes are implemented.
20. Manage assigned projects or programmes, ensuring that agreed outcomes are delivered on time, within budget and to the expected standard. Execute the project according to the agreed project plan. Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project.
21. Assist with the setting of revenue budgets. Monitor and approve all budgeted expenditures. Develop and monitor cash flow projections and report actual cash flow and variance to senior management on a monthly basis. Ensure that all financial records for the project or programme are up to date. Be accountable for, and control, project or programme expenditure including authorising payments.
22. Develop performance and monitoring systems in relation to budget, forecasting, variance reporting, volume performance and KPIs and provide regular analyses and reports on the capital and revenue programme's economic effectiveness. Update progress on all tasks, targets and milestones within Property Services as required, including developing business plans and budget profiles.
23. Maximise the quality of data upon which your service depends, and ensure that effective record keeping is in place across your service. Maintain accurate documentation (desk instructions, policies etc.) for all work processes.
24. Strive to 'do more for less' in order to meet future financial challenges
25. Engage effectively with your service users, and act on their feedback.
26. Offer proactive resolution of customers' complaints and members' enquiries regarding the service ensuring all issues are remedied and a formal response is provided concluding the case.
27. Engage in organisational change activities and actively look for ways to improve service efficiency and develop a continuous improvement approach in service delivery. Actively support and lead your team through change, and maintain their morale and productivity
28. Maintain accurate customer records in all required systems both in the office and out on site.

- 29. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
- 30. Carry out duties with due regard to the council's customer care, equal opportunities, information governance, data protection and health and safety policies and procedures.
- 31. Undertake any other duties commensurate with the general level of responsibility of this post.

**Job Context:**

- Operates within a framework set by Corporate and Departmental Management Teams, but with freedom to influence the shape of services.
- Policy and service development involvement.
- Wide range of internal and external contacts and partnership working.
- Management / leadership of a high performance team.
- Responsible for budget of £5 million revenue expenditure through responsive repairs contracts.

<b>DBS Status</b>	No check required
<b>Politically Restricted</b>	No

# Person Specification

## **Job Knowledge, Skills & Experience:**

*Specify the qualifications, experience, skills and abilities required.*

***All criteria are essential***

## **Knowledge and Qualifications:**

- Educated to degree level or equivalent relevant experience
- Relevant technical qualification e.g. RICS, MCIQB, CIOH or substantial relevant experience in this field.
- PRINCE2 or equivalent project management qualification/training or demonstrable experience
- Evidence of significant relevant Continuing Professional Development (CPD).

## **Experience:**

- Experience in managing property service teams within housing sector.
- Experience of dealing with the issues of performance management of contractors.
- Experience of managing contracts and management experience in an organisation of similar scope and complexity and operating in a challenging context.
- Experience of delivering a culture of performance management and compliance that places the customer at the heart of service delivery.
- Experience of developing excellent relationships with customers, members and colleagues in all services and agencies, understanding of different roles in promoting successful service outcomes, and developing and maintaining cross-sector partnerships including with commercial and third-sector organisations

## **Skills and Abilities:**

- Operational knowledge of the financial administration of contracts and budgets.
- Ability to provide clear, confident and effective leadership in a highly pressurised environment, motivating others to maximise their performance and delegating effectively where appropriate
- Ability to work effectively across departmental boundaries, supervising and managing staff from your own and other teams and departments, maintaining discipline and motivating staff to deliver an excellent service
- Ability to respond immediately to unforeseen situations, defuse situations, and ensure a robust but professional and sensitive service is provided to customers
- Ability to coach and develop staff through personal development plans, providing constructive appraisals of performance and address training needs
- Ability to pro-actively manage staff utilising established Council policies including sickness absence, grievance, disciplinary and capability procedures
- Excellent interpersonal, communication, negotiation and influencing skills.
- Ability to take responsibility for own activities, decisions and outcomes, and those of your staff, manage resources and workloads and consistently meet deadlines

- Ability to analyse, evaluate and interpret complex legislation and numerical information
- Ability to identify effective solutions and make sound judgements and decisions
- A strong role model who demonstrates a personal commitment to high standards of public service, honesty and integrity and professionalism.
- A customer focused individual with a personal commitment to service improvement, equality, diversity and inclusion.
- Ability to be solution-focus, taking responsibility and taking action to promote great customer service, with a 'Can Do' attitude.
- Demonstrate the ability to work as a team towards common goals, creating a sense of team spirit.
- A dynamic, committed individual with the resilience and drive to cope with the demands and pressures of the post including the ability to cope effectively at times of crisis