

## **Role Profile**

This section provides key information relating to the role

Job Title:	Repairs and Voids Manager		
Post No:	RP0031	Grade:	L
Team:	Housing Repairs & Building Safety	Location:	Campus East
Responsible to:	Service Manager (Housing Repairs and Building Safety)		
Responsible for:	Building Surveyors (Repairs and Voids)  Team Support Officer		

## Overall job purpose:

To manage the development and delivery of the council's responsive repairs and voids service for the c9,000 housing stock,

Maintain strong, collaborative working relationships with our long-term partnering contractor – Morgan Sindall – and deliver a high quality and professional maintenance service to our tenants.

Fulfil a client representative role to ensure council business plan targets are met and that the partnering objectives are delivered across the service,

Work closely with our contractor to develop effective and efficient processes and working arrangements to maximise the use of resources and avoid duplication of roles,

Contribute to the strategic and commercial development of the service, identifying areas for improvement and delivering change programmes to improve performance.

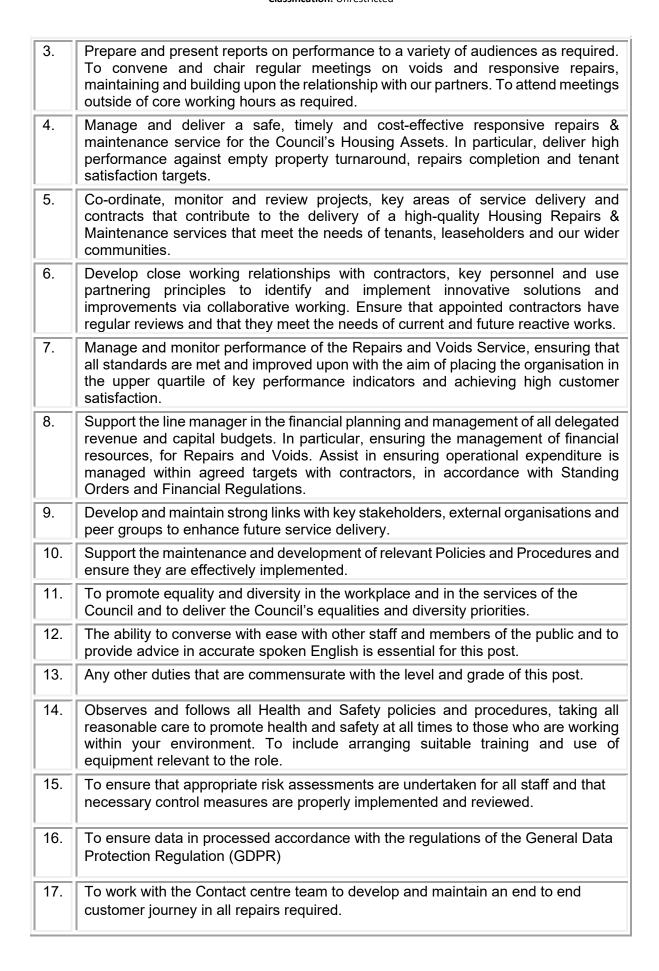
Provide management and guidance to motivate staff to deliver the highest quality service and performance targets.

Ensure customer services and customer engagement stays a top priority.

Represent the Service Manager Housing Repairs and Building Safety as required.

## Key areas of focus:

- Lead a team of surveyors providing guidance and support on complex diagnostic cases.
   Support for budgeting, planning and objective setting for repairs and voids in
  - 2. Support for budgeting, planning and objective setting for repairs and voids in conjunction with the line manager



# **Role Requirements**

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
<ul> <li>Professional / technical qualification in a relevant discipline or experience of working in a similar role.</li> <li>HND Mechanical / Electrical Engineering or other technical / engineering discipline, NEBOSH.</li> </ul>	Х	x	AP AP
<ul> <li>Formal management qualification.</li> <li>Experience of working within social housing.</li> <li>Knowledge of JCT, NEC, contracts including partnering contracts and PPC TPC versions.</li> <li>Previous management experience in a maintenance environment.</li> <li>Knowledge of safeguarding policies and procedures.</li> </ul>	x x x	x	AP AP/AS/IN AP/AS/IN AP/AS/IN IN
Knowledge			
<ul> <li>Understanding of statutory regulations relating to engineering, construction / buildings.</li> <li>Broad understanding of different forms of contract.</li> <li>Conversant with Asbestos, Fire Safety and Health &amp; Safety regulations and codes of practice.</li> <li>Experience of working in a customer focused environment with a good understanding of client customer care</li> </ul>	x x x		AP/AS/IN AP/AS/IN AP/AS/IN AP/IN
Skills and abilities			
Good financial management skills. Able to maintain effective monitoring procedures and controls to ensure the effective use of financial resources.	X		AP/AS
IT literate. Competent to at least Intermediate level in use of Word, Excel, Project and Outlook.	Х		AS
Excellent presentational skills.	Х		IN
Other attributes			
Ability to work under pressure and meet deadlines.	Х		AP/AS
Able to set clear objectives and identify better ways of working, resource planning and managing change effectively.	Х		AP/AS

Ability to manage, motivate, performance manage and develop the team.	Х	AP/IN
Provide out of hours' service support, providing technical advice, guidance or instructions. Attend site visits and arrange for Contractors and Area staff to attend site visits or co-ordinate emergency works/liaise with emergency services as appropriate. Report to Director on next day's business with written reports of events if required.	X	AP/IN

Assessment Criteria: (AP) Application, (AS) Assessment, (IN) Interview

## **Our Values and Behaviours**



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to	We <mark>behave</mark> with	We take responsibility for	We perform at our best &
get things done	integrity & fairness	our actions and decisions	strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.