

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:

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

3.	Prepare and present reports on performance to a variety of audiences as required. To convene and chair regular meetings on voids and responsive repairs, maintaining and building upon the relationship with our partners. To attend meetings outside of core working hours as required.
4.	Manage and deliver a safe, timely and cost-effective responsive repairs & maintenance service for the Council's Housing Assets. In particular, deliver high performance against empty property turnaround, repairs completion and tenant satisfaction targets.
5.	Co-ordinate, monitor and review projects, key areas of service delivery and contracts that contribute to the delivery of a high-quality Housing Repairs & Maintenance services that meet the needs of tenants, leaseholders and our wider communities.
6.	Develop close working relationships with contractors, key personnel and use partnering principles to identify and implement innovative solutions and improvements via collaborative working. Ensure that appointed contractors have regular reviews and that they meet the needs of current and future reactive works.
7.	Manage and monitor performance of the Repairs and Voids Service, ensuring that all standards are met and improved upon with the aim of placing the organisation in the upper quartile of key performance indicators and achieving high customer satisfaction.
8.	Support the line manager in the financial planning and management of all delegated revenue and capital budgets. In particular, ensuring the management of financial resources, for Repairs and Voids. Assist in ensuring operational expenditure is managed within agreed targets with contractors, in accordance with Standing Orders and Financial Regulations.
9.	Develop and maintain strong links with key stakeholders, external organisations and peer groups to enhance future service delivery.
10.	Support the maintenance and development of relevant Policies and Procedures and ensure they are effectively implemented.
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.
14.	Observes and follows all Health and Safety policies and procedures, taking all reasonable care to promote health and safety at all times to those who are working within your environment. To include arranging suitable training and use of equipment relevant to the role.
15.	To ensure that appropriate risk assessments are undertaken for all staff and that necessary control measures are properly implemented and reviewed.
16.	To ensure data is processed in accordance with the regulations of the General Data Protection Regulation (GDPR)
17.	To work with the Contact centre team to develop and maintain an end to end customer journey in all repairs required.
18.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.

19.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
20.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post.

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
<ul style="list-style-type: none"> Professional / technical qualification in a relevant discipline or experience of working in a similar role. HND Mechanical / Electrical Engineering or other technical / engineering discipline, NEBOSH. 	X	X	AP AP
<ul style="list-style-type: none"> Formal management qualification. Experience of working within social housing. Knowledge of JCT, NEC, contracts including partnering contracts and PPC TPC versions. Previous management experience in a maintenance environment. Knowledge of safeguarding policies and procedures. 	X X X	X X	AP AP/AS/IN AP/AS/IN AP/AS/IN IN
Knowledge			
<ul style="list-style-type: none"> Understanding of statutory regulations relating to engineering, construction / buildings. Broad understanding of different forms of contract. Conversant with Asbestos, Fire Safety and Health & Safety regulations and codes of practice. Experience of working in a customer focused environment with a good understanding of client customer care 	X X X X		AS/IN AS/IN AS/IN AP/IN
Skills and abilities			
<ul style="list-style-type: none"> Good financial management skills. Able to maintain effective monitoring procedures and controls to ensure the effective use of financial resources. 	X		AP/AS
<ul style="list-style-type: none"> IT literate. Competent to at least Intermediate level in use of Word, Excel, Project and Outlook. 	X		AS
<ul style="list-style-type: none"> Excellent presentational skills. 	X		IN
Other attributes			
<ul style="list-style-type: none"> Ability to work under pressure and meet deadlines. 	X		AS

<ul style="list-style-type: none"> • Able to set clear objectives and identify better ways of working, resource planning and managing change effectively. 	x		AS/IN
<ul style="list-style-type: none"> • Ability to manage, motivate, performance manage and develop the team. 	x		IN
<ul style="list-style-type: none"> • 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		IN
<ul style="list-style-type: none"> • Full driving license and access to a car 	x		AP

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 get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & 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.