



Role Profile

October 2016

Job Title:	Repairs Manager
Reports into:	Property and Estate Services Manager
Direct Reports:	Surveyor x 1 Repairs Co-ordinator x 1
Department/ Location:	Stockwell
Disclosure Level:	Enhanced
Role Purpose:	Ensure effective delivery of the responsive repairs and maintenance service provided to residents, which offers value for money, high customer satisfaction and is in line with statutory legislation.

Key accountabilities

- Deliver effective contractor management, ensuring services, expenditure, performance and KPIs are managed within agreed parameters and where appropriate involving residents in the process.
- Engage with residents and their representatives, ensuring they are kept informed of performance, improvement plans and cost issues.
- Consistently measure, monitor and review Key Performance Indicators of responsive repairs and maintenance and provide department's KPIs and other statistical data when required to SW9 CH SMT and Board.
- Demonstrate value for money in the design and delivery of all services through market testing, benchmarking and other appropriate mechanisms.
- Collaborate with SW9 CH managers and relevant colleagues to ensure information on scheduled works, emerging trends and issues relating to residents is shared in a timely, appropriate manner.
- Work with relevant colleagues to ensure costs of services provided to leaseholders are recovered and maximised.
- Manage the delivery of void properties to meet the top quartile national KPIs for void properties.
- Identify, design and implement policy changes and recovery/improvement plans around significant service failure, assessing the impact on wider SW9 CH procedures and to increase customer satisfaction.
- Respond to complaints and enquiries and ensure all litigation and disrepair cases are dealt with within time and quality targets to reduce the reputational and financial risk to SW9 CH and Network Homes.
- Assist with the set up and manage a Direct Labour Operative (DLO) service ensuring it represents value for money (VFM) and meets customer expectations.
- Manage and account for repairs expenditure and assist the SMT with annual budget setting.
- Manage and develop a high performing team of technical and non-technical staff and undertake all supervision duties including but not limited to: Performance Appraisals, Sickness Reviews, Training and Development Plans.
- Implement lone-working policies ensuring staff work in compliance with the policy and are issued with correct Personal Protective Equipment (PPE) as necessary.
- Keep up to date with key legislative changes and sector good practice and embed these into the departments' service delivery.
- Inspire, lead and be a role model, consistently demonstrating the SW9 CH culture and values.

- To attend evening meetings and other community events as required.

Standard Responsibilities

Adopt and comply with SW9 CH values, policies and procedures, and regulatory frameworks including:

- Code of Conduct
- Health and Safety
- Data Protection, privacy and use of IT resources
- Regulatory standards and probity
- Risks and internal controls framework
- Human Resources policies and procedures
- Equality and diversity

The post holder may be required to undertake duties of a similar nature and at this level elsewhere within in the service

Contacts - External/Internal

- Residents and resident representatives
- Contractors and consultants
- Colleagues within SW9 CH and the Asset Management team within Network Homes

Person Specification	Essential: E Desirable: D
<p>Education</p> <ol style="list-style-type: none"> 1. A good standard of education commensurate to the role 2. A qualification in Building or Surveying 	<p>E D</p>
<p>Knowledge and skills</p> <ol style="list-style-type: none"> 3. Technical knowledge sufficient to manage a large and complex responsive maintenance and repairs programme across a range of different stock types 4. Ability to manage and motivate a team to deliver objectives and targets 5. Ability to design, collate and monitor KPIs 6. Excellent verbal communication skills and the ability to adapt this approach for different audiences 7. Excellent written communication skills sufficient to write strategic reports 8. Excellent listening skills to understand a range of complex issues 9. Excellent customer focus and a genuine desire to achieve excellence in all areas of responsibility 	<p>E E E E E E E</p>
<p>Experience</p> <ol style="list-style-type: none"> 10. Minimum of 3 years' experience 11. Proven track record in service improvement, managing and delivering change 12. A track record of developing staff to achieve targets and objectives 13. Experience of managing budgets 14. Experience of managing a responsive repairs team 15. Experience of managing Direct Labour Operatives (DLO) 16. Experience of working in Social Housing 	<p>E E E E E D D</p>

Competencies

We want to make SW9 CH a great place to work and a great organisation that really delivers for its customers. Our HART behaviours are designed to guide how we work, every day. Everyone within the organisation is expected to demonstrate the four HART behaviours:-

Hungry – I am ambitious to succeed.

- Optimistic: I am can-do and focussed on what can be done
- Creative: I find new ideas and solutions to challenges
- Bold: I get out my comfort zone and try new things
- Motivated: I welcome feedback and want to succeed

Accountable – I take personal ownership and responsibility to get things done. I make things happen by empowering and delivering through the team and using resources effectively.

- Resilient: I work hard to make things happen
- Disciplined: I am realistic and do what I say I will do
- Personal ownership: I take ownership of an issue until it is resolved
- Confident: I make decisions that are within my remit

Respect – I treat everyone with respect and understanding. I arrive on time and take full part in meetings.

- Prepared: I arrive on time and take full part in meetings
- Communicator: I listen to others and work hard to communicate well
- Responsive: I always answer a ringing phone and respond quickly
- Self aware: I put myself in others' shoes and understand how my actions impact on others

Together – I am proud to be one team.

- Positive: I talk positively about SW9 CH as one team
- Proactive: I put myself forward and build great relationships
- Supportive: I support and recognise the contribution of others
- Role model: I genuinely believe I make the difference