



Job Description

Job title	Repairs Manager	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Technical Services	Salary	SK17 (£45,102 per annum)
Location	Council Offices/Works Depot/Home Working	Contract	Permanent

Main Job Purpose

You will oversee the successful delivery of reactive repairs, damp and mould repairs, complex repairs, disrepair and the procurement of materials.

You will be responsible for the operational team who oversees and the in-house repairs team and external contractors.

You will contribute to ensuring the delivery of customers focused, value for money service and manage resources to meet changing service demands.

Main Statement of Responsibilities

- Ensure that reactive repairs, including complex repairs, disrepair cases and damp, mould and condensation cases are tightly managed through effective processes to ensure completion within agreed timeframes and to meet quality standards and customer expectations.
- Ensure that an emergency out-of-hours repairs service is in place.
- Ensure that all landlord legal, statutory, and regulatory obligations are fully met on activities across the service.
- Implement and monitor policies and procedures relevant to the service and provide training to staff.
- Collate and report performance data to monitor the service against agreed policies and procedures, providing commentary as required and addressing areas of non-performance.
- Act as the responsible person (or Principal Duty Holder) for gas, electric, fire doors, fire compartmentation and ensure registration with all relevant agents.
- Ensure that NIC EIC Qualified Electrical Supervisors are in place to manage and supervise works carried out by our in-house teams.
- Monitor repair budgets to ensure that key issues are escalated and resources are managed effectively.
- Implement and develop IT systems and processes required for the effective delivery and improvement of the service, including operatives, materials, plant and vehicles to ensure resources are managed and used effectively.
- Ensure IT systems are updated in a timely way to ensure accurate job status and jobs are updated for performance reporting.
- Ensure that procurement activity complies with the Councils financial regulations, codes of practice and procurement legislation.
- To ensure all external contractors are managed effectively, through effective contract management techniques and ensuring up to date signed contracts in place.
- Investigate and respond to customer complaints, freedom of information requests when required in accordance with policies and procedures.



- Manage and motivate your team including carrying out regular 121's, annual appraisals, holding regular team meetings, giving positive feedback to team and individuals, setting and achieving performance targets and addressing employee non-performance in accordance with policies and procedures if required.
- Authorising annual leave and holding sickness reviews.
- Ensure supervisions are in place for all trades and all training is up to date across the team to ensure compliance.
- Contribute to the Council's corporate goals and all relevant strategic goals and objectives.
- Promote a customer focused service across the team to create a culture of accountability and ownership.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults.

This role is not politically restricted.

Core values

Our vision is to "be the best district in which to live, work, and visit." To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Broad knowledge of housing and construction processes including construction methods.
- Knowledge of housing legislation and understanding on repairs process and procedures.
- Good communication and negotiation skills.
- Good knowledge of health and safety and risk management.
- Excellent skills over a variety of platforms and ability to analyse data and prepare reports using data and related information.
- Knowledge of the causes and remedies of damp, condensation and mould in properties.
- Good understanding of Awaabs Law, HHSRS and housing disrepair.
- Experience of managing people.

Desirable.

- Managing a construction maintenance team within local authority, housing association or contractor.
- Construction contract management.
- Budget Management.
- Knowledge of procurement procedures and governance processes.

Relevant Qualifications

Essential

- CIH level 3, HND/C or degree in a building or housing field or equivalent through experience.
- Full driving licence.

Desirable

- NEBOSH/IOSH Working Safely.
- Asbestos P405.

Communication and Interpersonal Skills

Essential



- Willingness to undertake further training.
- Ability to work as part of a team.
- Awareness of equality issues.
- Effective customer care skills.
- Show flexibility in terms of hours and range of duties.