



Job Description

Job title	Repairs Contracts Officer	Hours	37 hours <i>Flexible working options are available, including job share</i>
Department	Housing Technical Services	Salary	SK12 (36,303 per annum)
Location	Council Offices/Works Depot/Home Working	Contract	Permanent

Main Job Purpose

To actively and effectively promote the Council's vision, values, aims, objectives and priorities, putting our tenants first through the delivery of best value services.

To manage operational delivery of contracted reactive repairs works to ensure smooth and efficient delivery and performance meets agreed targets.

To ensure that the Council's property and estates are maintained in a safe condition which minimizes risk to the council as a landlord.

This role is not politically restricted.

Main Statement of Responsibilities

- To manage key contracts within responsive repairs service to ensure that works are delivered within policy framework and key performance indicators are met and to minimise financial and reputational loss to the Council.
- To undertake inspections to Council owned property whether tenanted or void and diagnose disrepair, make assessments of condition and identify property hazards.
- Prepare schedules of work and specifications of work to allocate to the Direct Works team or sub-contractors.
- Plan and investigate and recommend use of appropriate and innovative building products and identify with contractors' areas for cost reductions.
- Provide excellent customer services to all tenants, stakeholders and colleagues including dealing with enquiries and complaints promptly and keeping them informed of works at all times.
- Ensure contractor adherence to all relevant health and safety requirements, including CDM, contractor RAMS and insurances requirements.
- To identify and manage risk in relation to contractor management and ensure risk registers are maintained and properly recorded.
- Assist with the procurement of works contracts in accordance with SKDC Financial Regulations and Procurement Procedure Rules.
- Monitor, manage contractor performance and coordinate contractor meetings to build good working relationships including addressing any areas of non-performance.
- Supervise construction works, ensure adherence to specifications, quality control, and monitor progress of completions.
- To contribute to budget management, including forecasting, assisting with the setting of service charges and monitoring expenditure for the HRA accounts.



- To monitor contractor costs against contract and to agree price variations and contract extensions.
- Authorise payments to suppliers in line with the Financial Regulations.
- To participate in the repairs out of hours call out rota, either in a supervisory role or as the service requires.
- 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.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults.

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

- Demonstrable experience in managing repairs and maintenance works in residential properties and conducting surveys to identify works required.
- Knowledge and experience of managing external contractors.
- Knowledge of health and safety requirements including CDM, Decent Homes and Housing Health & Safety Rating System.
- IT literate.
- Manages time effectively and delivers against agreed objectives.

Desirable

- Experience of writing and communicating report writing findings to technical staff and tenants.
- Experience of using the NHF Schedule of Rates.

Relevant Qualifications

Essential

- A relevant construction qualification equivalent to HNC, or equivalent through experience.
- Full driving licence and access to a car.

Desirable

- IOSH Managing Safety
- Project management qualifications or equivalent experience

Communication and Interpersonal Skills

Essential

- Flexibility in terms of hours and duties.
- Genuine enthusiasm for the post.
- Ability to work as part of a team.
- Accurate recording of data.
- Ability to adopt an ordered, systematic and thorough approach to work tasks and record-keeping.



SOUTH KESTIVEN
DISTRICT COUNCIL