

RUGBY BOROUGH COUNCIL

JOB PROFILE

Post No.	60500
Post Title:	Repairs and Voids Manager
Unit/Team:	Property Repairs Team
Grade:	J
Service:	Communities & Homes
Reports to:	Chief Officer for Communities & Homes
Issue Date:	January 2025

PURPOSE OF THE JOB

The Repairs and Voids Manager is responsible for the maintenance of the Councils social housing stock and leased properties, keeping them in a state of compliance within all statutory and regulatory requirements.

The purpose of the role is to lead and manage the Property Repairs Team, ensuring the service is delivered within budget and to a high standard, with a customer first culture and in accordance with our CANDO values.

Through strategic development, continuously improve the Council's responsive repairs and voids service, driving efficiencies and delivering value for money. Strengthening systems, procedures, performance reports and the development of the team.

The Repairs and Voids Manager works with council staff, at all levels, working under their own direction, receiving general guidance on corporate and service policy and priorities.

This role will have overall responsibility for actively promoting and supporting Health, Safety and the Environment in the workplace. They will support the Chief Officer for Communities & Homes to deliver the Council's corporate strategy, objectives and values.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 Provide strong leadership, proactive coaching, and mentoring to the Property Repairs Team, ensuring they are operating to their full potential and are adequately qualified to deliver the Councils priorities.
- 1.2 Deliver an integrated, repairs service across all tenures considering external best practice, regulatory requirements and business priorities. Regularly benchmarking performance against peers to ensure an exceptional service.

- 1.3 Deliver excellent standards of customer service to the councils' residents, ensuring compliance from both the inhouse and externally contracted services. Managing complaints within agreed timescales with a lesson learnt approach.
- 1.4 Operate and maintain safety management in accordance with the requirements of the Council's Health & Safety policies and promote Health, Safety, and Environmental awareness in the workplace through positive and identifiable managerial actions and interventions.
- 1.5 Act immediately concerning any breach of Health, Safety, and Environmental policy, procedures or rules, unsafe situations, or potential threats to people or the environment.
- 1.6 Manage the service in accordance with all legal & regulatory requirements including the Decent Homes Standard and the Social Housing Consumer Standards.
- 1.7 Achieve or exceed Operational Performance Indicators ensuring effective planning and scheduling of maintenance activities, aiming for a first visit completion on repairs.
- 1.8 Strengthen turnaround times on voids to maximise their effectiveness and efficiency, meeting the Council's aspirations for housing maintenance activities, managing resource constraints when applicable.
- 1.9 To manage and be accountable for the strategic planning, legal compliance, service improvement plan and performance of the service.
- 1.10 Monitor and manage the financial management function ensuring achievement of thresholds, taking the lead on Property Repairs financial decisions.
- 1.11 Manage and monitor risk, working with the team to implement mitigation controls, identifying and escalating risks when necessary.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 To lead colleagues in the development of new and improved methods of working to increase performance standards and efficiency through the continual redesign of services, considering the end to end journey.
- 2.2 To ensure that effective arrangements are in place for the proper delivery of all aspects of the property repairs service, including such elements as managed stores and van stocks, tools and equipment management, sub-contractor provision and staff training.
- 2.3 Prepare reports for Cabinet, Panels and other bodies and attends Panels, Cabinet and Committees, public meetings and consultative bodies as requested. Providing assurance where required.

- 2.4 Provide professional senior management support to all direct reports ensuring all supervisory processes take place across the whole service area, including one to one meetings.
- 2.5 Ensure compliance of the service with Health & Safety legislation. Working closely with the Safety and Resilience Manager ensure the delivery and implementation of appropriate health and safety policies, procedures, and systems including risk assessments, to ensure all staff are aware of their responsibilities and are supported to meet their responsibilities for regulatory and statutory compliance across all tenures. Working with the health and safety teams to develop Tool Box Talk material, keeping onsite workers safe.
- 2.6 Responsible for the overall emergency out of hours repairs delivery service, ensuring all staff following protocol for property maintenance and compliance matters.
- 2.6 Any other reasonable duties as may be required by the Chief Officer for Communities & Homes.

3. MANAGEMENT RESPONSIBILITIES

Responsible for all internal and external staff that are delivering a responsive repairs and maintenance service for Rugby Borough Council. Ensure competency of all staff meet regulatory and health and safety standards.

4. FINANCIAL RESPONSIBILITIES

The Repairs and Voids Manager has responsibility for an expenditure and income budget in excess of £5m per annum.

In partnership with procurement, regularly benchmark service delivery costs to ensure value for money and drive cost savings.

Be responsible for identifying recharges and capex expenditure, partnering with the Finance Business Partner to determine forecasts and any requirements for growth.

5. RESPONSIBILITY FOR ASSETS AND DATA

The Repairs and Voids Manager is responsible for all equipment, tools and technology used to perform the duties of the role.

Equipment should be regularly inspected for safety purposes and its ownership monitored.

Ownership of all data held within systems, driving accuracy to base future decision. Strengthen data integrity through the implementation of various assurance methods.

6. EXTENT OF PUBLIC CONTACT

Extensive contact with members of the public, voluntary groups and groups that represent community interests at public meetings through face to face, written and various media sources.

Extensive contact with staff at all levels in the Council and other partner agencies and organisations.

Extensive contact with Councillors on service and policy issues.

7. WORKING CONDITIONS AND ENVIRONMENT

The post holder should have a vehicle available for use and should hold a current full UK driving license and appropriate insurance.

Possible emergency contact at unsocial hours, attendance at meetings out of office hours.

Occasional working in adverse weather conditions may be required.

8. CORPORATE RESPONSIBILITIES

All staff must act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

- Financial Accounting
- Equality and Diversity
- Health and Safety
- Risk Management
- Anti- Fraud
- Data Quality and Data Protection
- Business Continuity
- Major Emergency Plan
- Procurement and Contract Management
- Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:

Postholder

Date

PERSON SPECIFICATION

Post: Repairs and Voids Manager



For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Educated to OND level or equivalent	D	A,I,D
A CIH Level 3 in Housing Maintenance and Asset Management	D	A,I,D
A Management Qualification or equivalent	E	A,I,D
A good understanding and experience of the Social Housing Market, working within a Repairs and Maintenance service	E	A,I,R
Experience of managing a large workforce with good people management & leadership skills. Successfully managed and led multi-disciplined Teams; including field based resource.	E	A,I,R
Evidence of successfully leading change within a team.	D	A,I,R
Strong commercial acumen and experience of budget planning and management. The ability to implement new service delivery models and generate income.	E	A,I,R
Experience of ensuring quality standards within a project or team environment	E	A,I
Strong process design and improvement skills; able to analyse and streamline business activities to create best practices within RBC Property Repairs Service	E	A,I
Strategic thinker with a demonstrable track record of 'on the ground' delivery	E	A,I
A good knowledge of Health and Safety legislation and demonstrating compliance with the Health and Safety at Work Act.	E	A,I

Awareness of asbestos, legionella, CDM, HHSRS, fire risk, damp and mould, and a willingness to develop a good working understanding of these areas	E	A,I
Political awareness, including where necessary effectively balancing political and professional perspectives	D	A,I
Demonstrate a high level of customer focus and an ability to communicate through excellent written and verbal communication skills	E	A,I,R
Able to work collaboratively, building strong working relationships across departmental and organisational boundaries with other council departments and with external partners	E	A,I
Experience of preparing, procurement, monitoring and managing service provision contracts	E	A,I,
Ability to lead change and drive service through performance management and improvements	E	A,I
A commitment to work within our CANDO values	E	A, I
Current valid UK driving license	E	A, D

Application	A
Interview	I
Test (written, presentation, practical – e.g., word processing)	T
References	R
Documentary – e.g., certificates	D