

## JOB PROFILE

<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Landlord Services
<b>Job Title:</b>	Principle Officer - Repairs
<b>Grade:</b>	PO2
<b>Post Number:</b>	M493
<b>Base/Location:</b>	Council Offices, Southfield Road
<b>Responsible To:</b>	Repairs and Voids Services Manager
<b>Responsible For:</b>	Repairs Team Leaders and operatives, Damp, Mould and Disrepair Co-ordinator and case administrators
<b>Key Relationships/ Liaison with:</b>	Tenants, councillors, colleagues, contractors

### Job Purpose

- Deliver a high-quality repairs service which meets all legal, regulatory and locally set standards.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

<b>1.</b>	Lead the responsive repairs team, maximising productivity, to deliver a repairs and maintenance service which meets all legal, regulatory and locally set standards.
<b>2.</b>	Work closely with colleagues across the Council to monitor all repairs, from identification to completion.
<b>3.</b>	Procure and manage contracts to optimise value for money and meet the Council's objectives.
<b>4.</b>	Oversee the management of disrepair claims and damp and mould cases, customer complaints, and complex repairs cases to a successful resolution.
<b>5.</b>	Analyse management and performance information, and customer insight to proactively identify opportunities to improve performance and implement initiatives to support the efficient progression and completion of repairs in a way which meets the needs of tenants and their families.
<b>6.</b>	Lead meetings, and support effective communication between internal departments, colleagues, and contractors to meet the Council's objectives.

<b>7.</b>	Manage the budget for the area of responsibility.
<b>8.</b>	Provide cover in the absence of the Principal Officer - Voids
<b>9.</b>	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
<b>10.</b>	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

The nature of the work may involve the jobholder carrying out work outside of normal working hours.

**This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.**

**Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.**

**Prepared by: Director of Housing and Wellbeing**

**Date: May 2025**

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	Essential	Desirable
<b><u>Qualifications</u></b>  A relevant construction-related qualification i.e., degree / membership of RICS/CIOB  <b>Or</b> Demonstrable experience identified within the section below.	✓   ✓	
<b><u>Experience</u></b>  Extensive experience in housing repairs delivery.  Experience of leading and managing a team.  Experience of managing contracts and / or third-party contractors.  Experience of managing budgets.  Experience of procurement.	✓  ✓  ✓  ✓	✓
<b><u>Skills / Knowledge</u></b>  Extensive knowledge of housing construction, common property defects and housing repairs.  Knowledge of legislation and regulatory standards relating to the delivery of property repairs in a landlord context.  Knowledge of legislation and best practice in construction health and safety.  Understanding of the current challenges in social housing.	✓  ✓  ✓  ✓	

	Essential	Desirable
Excellent numeracy and literacy skills.	✓	
Proficiency in using email, excel, word processing, PowerPoint, the internet, and other relevant applications.	✓	
Able to produce clear and concise high-quality communications suitable for a variety of audiences, including customers, elected members, committees, regulatory bodies, and senior officers.	✓	
Leadership and management skills sufficient to direct, control, and manage both in-house and contracted labour and services.	✓	
Ability to find and implement creative and innovative solutions to problems and improve processes.	✓	
Ability to prepare, interpret, and report on performance data.	✓	
<b><u>Interpersonal Skills</u></b>		
Verbal communication including excellent interpersonal skills and an ability to negotiate, persuade and influence.	✓	
Ability to lead, motivate, direct, and empower others to achieve high performance in all circumstances and foster a positive working environment.	✓	
Ability to build and manage good working relationships with colleagues, contractors, and other stakeholders.	✓	
Ability to deliver an empathetic and caring resident repairs service.	✓	
Ability to work under own initiative and also as part of a team.	✓	
Ability to effectively manage and lead change.	✓	
Ability to prioritise and manage a heavy workload whilst delivering quality results to tight deadlines.	✓	
The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.	✓	
<b><u>Other requirements</u></b>		
An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	

	Essential	Desirable
To be able on occasion to work outside normal office hours.	✓	
To be able to travel throughout the Borough using own transport.	✓	

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**Date:** May 2025