

## JOB PROFILE

<b>Directorate:</b>	Housing and Wellbeing
<b>Service Area:</b>	Landlord Services
<b>Job Title:</b>	Repairs Business Support Manager
<b>Grade:</b>	PO2
<b>Post Number:</b>	M582
<b>Base/Location:</b>	Southfield Road, Loughborough
<b>Responsible To:</b>	Repairs and Voids Services Manager
<b>Responsible For:</b>	Business Support Team, Resident Liaison Team
<b>Key Relationships/ Liaison with:</b>	Housing Systems Team and other internal colleagues, tenants, councillors, contractors

### Job Purpose

- Lead the Business Support and Resident Liaison Teams to support delivery of a high-quality, customer focussed, repairs and investment service.
- Lead on the identification and delivery of repairs and investment service improvements.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

### Main Duties and Responsibilities

1.	Schedule, track, and monitor all repairs, from identification to completion, working with colleagues to optimise service efficiency, productivity, and quality.
2.	Develop, implement, and maintain policies, tailored systems and procedures to support the efficient delivery of repairs and broader investment activity in a way which meets the needs of customers, regulatory standards, and legislation.
3.	Produce high quality data sets and develop performance management frameworks, analyse data and performance, provide insight, and identify service improvements.
4.	Scope and deliver projects focussed on the improvement of repairs and investment services.
5.	Procure and manage contracts.
6.	Deliver a high-quality repairs and investment Resident Liaison Service which meets the needs of customers and manages complaints in a way which is compliant with the Housing Ombudsman's complaints handling code.
7.	Deliver training and actively monitor individual and contractor compliance with systems and procedures in pursuit of robust data and real time visibility of repairing activity.

<b>8.</b>	Manage the budget for the area of responsibility.
<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>		
Educated to degree level or equivalent.	✓	
<b>Or</b> Demonstrable experience identified within the section below.	✓	
Project management qualification.		✓
<b><u>Experience</u></b>		
Performance management experience.	✓	
Experience in service improvement and project management, preferably in a housing context.	✓	
Experience of leading and managing a team, and ability to motivate, and empower others to achieve high performance in all circumstances and foster a positive working environment.	✓	
Experience of managing budgets.	✓	
Procurement and contract management experience.		✓
<b><u>Skills / Knowledge</u></b>		
Project management methodology, processes and standards.	✓	
Understanding of the current challenges in social housing.	✓	
Excellent numeracy and literacy skills.	✓	
Excel skills sufficient to analyse data, provide insight, and develop performance management frameworks.	✓	
A good level of proficiency in using email, word processing, PowerPoint, the internet, and other relevant applications.	✓	

	Essential	Desirable
<p>Generally, the level of IT proficiency needs to be sufficient to engage with IT systems officers to support the tailoring of systems to meet service needs.</p> <p>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.</p> <p>The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post.</p>	<p>✓</p> <p>✓</p>	
<p><b><u>Interpersonal Skills</u></b></p> <p>Verbal communication including excellent interpersonal skills and an ability to negotiate, persuade and influence.</p> <p>Ability to build and manage good working relationships with colleagues, contractors, and other stakeholders.</p> <p>Ability to deliver an empathetic and caring resident liaison service.</p> <p>Ability to work under own initiative and also as part of a team.</p> <p>Ability to effectively manage and lead change.</p> <p>Ability to prioritise and manage a heavy workload whilst delivering quality results to tight deadlines.</p> <p>Ability to deliver training on systems and processes to colleagues, contractors and other stakeholders.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b><u>Other requirements</u></b></p> <p>A pro-active approach to the identification and delivery of service improvements.</p> <p>An understand of, and commitment to equal opportunities, and the ability to apply this to all situations.</p> <p>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.</p> <p>To be able on occasion to work outside normal office hours.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

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