

Lancaster City Council - Job Description & Person Specification

Job Title:	Responsive Repairs Manager	Grade:	GG511	Job Code:	LCC837
Service/Team:	RMS	Role Type: *Delete as appropriate	HYBRID / HYB/CSV / FIXED / COMM	Reports to: *Title & LCC Code	Repairs & Maintenance Services Manager
Line Manages: *Title/s & LCC Code	Various Trade Operatives, Estate Stewards and Apprentices				

Job Overview
<p>Overview</p> <ul style="list-style-type: none"> To manage the delivery of a high performing responsive repairs service to Council housing stock To support and lead on the transition from a single skill/trade to a multi-skilled workforce The post holder will deliver a Customer 'first' approach and work collaboratively across the Council Housing service.
Direct Responsibilities
<ul style="list-style-type: none"> To ensure own area of works is fully compliant with the Regulatory Safety & Quality Standard To support the overall outcomes required to achieve the Annual Service Improvement Plan (SIP) To have overall responsibility for ensuring all repair requests are completed within the allocated target time and tenants are provided with regular updates regarding the progress of their repair in the event of any delays. To be responsible for the monitoring and recording of all relevant KPIs for own service area, identifying factors impacting on performance and take appropriate corrective actions. To be able to analyse data across all areas of RMS, forecast trends, demand and allocate resources as appropriate To be responsible for the resource managing various work streams (for example responsive repairs, planned, HHSRS works) according to volume of work/priorities in consultation with the Repairs and Maintenance Services Manager. To work collaboratively with the Customer Experience Manager, Major Works Manager, Minor Works Manager to ensure service resilience across all RMS related activity To support the Repairs and Maintenance Services Manager in the development, implementation and communication of key strategies and project plans to improve overall service delivery within Council Housing including the introduction of a multi-skilled workforce To input to wider initiatives taking place across the RMS function To be responsible for reviewing and producing process maps/plans for own area of work and understanding how they impact on other areas of work spanning across RMS To ensure safe working practices are adhered to by all team members and sub-contractors, this includes lone working, HAVs monitoring, working at height, manual handling etc To ensure any works issued by the Senior Surveyor or external expert in relation to alleged disrepair are undertaken within prescribed timescales efficiently to mitigate any financial losses or reputational risk to the Council To be responsible for the performance of sub-contractors (eg drainage, scaffolding, window fabricators etc) from date of issue to completion ensuring works are undertaken within prescribed timescales and overall performance data is collated

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- To work collaboratively with the Electrical Qualifying Supervisor to ensure all electrical works are responded to within prescribed timescales.
- To ensure work related diaries (Total/OHMS/One Housing) are resourced for both Customer Services and Work Scheduling staff to offer appointments for all repair requests.
- To ensure all works identified to resolve reports of damp & mould are completed within prescribed timescales.
- To ensure all team members have the required skill set & knowledge to complete repairs Right First Time.
- To ensure that all appointments are made and kept and a Right First-Time approach is embraced by all team members
- To respond to all complaints/service requests within prescribed timescales ensuring a satisfactory resolution for complainant
- To work with the Tenants Voice/Repairs Steering Group to improve services provided
- To provide estimates/quotations for undertaking works on behalf of the Asset, Property & Compliance Team
- To explore in conjunction with the Repairs and Maintenance Services Manager opportunities to benchmark the service, implement improvements and overall impact on TSMs
- To work collaboratively with the Customer Experience Manager and other RMS Managers to ensure overall service resilience
- To undertake any training and development appropriate to the current/future needs of the post
- To compile the Out of Hours call-out rota
- To attend monthly compliance steering group meetings and cascade information where appropriate

Primary Measurable Objectives

- To manage, plan and co-ordinate the functions of the responsive repairs service
- To contribute towards ensuring that key corporate/service objectives, performance targets and Service Improvement Plans for the repairs and maintenance service are achieved
- To ensure adequate resources are available to complete all responsive repair works within prescribed timescales.
- To produce Risk Assessments to support safe working methods, obtaining Asbestos Containing Materials (ACMs) surveys/reports, and ensuring all team members have undertaken mandatory Health and Safety training courses, lone working and Council vehicle use.
- To work in collaboration with the Surveying Manager to deliver a post inspection regime for works completed by RMS and sub-contractors and to report on findings
- To provide leadership and direction for all team members. Leading by example, being accountable and taking ownership/responsibility to ensure overall service resilience, working collaboratively with other RMS managers.

Staff Management Responsibilities

- To be responsible for the supervision and management of all Responsive Repairs team members including annual conversations, recruitment and selection, absence management, performance, development and disciplinary matters
- To maintain training records for all team members, arranging training for mandatory and ad-hoc courses when required

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- To ensure all team members have the required skills and training to undertake works and adherence to Council policies – in particular the Code of Conduct, Health and safety and safeguarding.
- To undertake monthly “Toolbox Talks” for all team members – cascading corporate and service specific information and maintain records of items discussed.

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Person Specification			
Knowledge & Educational Requirements	Essential Criteria	Desirable Criteria	Assessed by: App Form, Interview, Certificate, Test, Other...
Specialised Qualifications & Training	<ul style="list-style-type: none"> NVQ Level 3 or equivalent in Building Maintenance & a relevant building trade background IOSH – Managing Safely Committed to continuous professional development and willing to undertake training as required by the organisation / regulatory body 	<ul style="list-style-type: none"> CIH qualification (desirable) 	App Form, Interview, Certificate
Experience	<ul style="list-style-type: none"> At least 3 years' experience managing a multi-skilled workforce Asbestos Management and essential property related statutory compliance Understanding of Regulatory Standards applicable to area of work 		App Form, Interview
Job Related Skills, Knowledge & Abilities	<ul style="list-style-type: none"> Responsible for making own decisions to ensure all activity relating to the RMS service complies with Regulatory requirements, and Council Housing policies/procedures/processes An overview of building maintenance operations and 		App Form, Interview

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	<p>property management or other service delivery.</p> <ul style="list-style-type: none"> • Microsoft word & excel and an aptitude for IT systems, e.g. Authority Financials, OHMS, Total Mobile, One Housing, NECDM • Excellent planning, organisational skills. • Attention to process and record keeping. • Experience of managing a team. • Quality & Satisfaction process • Awareness of the HHSRS & Awaab's Law 		
Personal Attributes Including Interpersonal & Communication Skills	<ul style="list-style-type: none"> • To be customer focussed 		App Form, Interview
Special Requirements/Other	<p>The hours of work are 37 hours per week, working Monday to Friday</p> <p>A full driving licence is essential and access to a vehicle</p> <p>The post will be based at White Lund Depot, White Lund Road, Morecambe but you will be expected to work at other Council buildings when required</p> <p>Attendance at training events, seminars and briefings when required</p> <p>Attendance at periodic evening meetings with tenants and Councillors will be required</p>		App Form, Interview

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Additional information

Lancaster City Council Specific Knowledge

Once in post, demonstrate:

Understanding, implementation and adherence to Lancaster City Council's policies and procedures.

Understanding, implementation and adherence to Our Values.

Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.

General Statement

The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.

As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.

Learning and Development

You are expected to undertake any training and development appropriate to the current and future needs of the post.

Health & Safety at Work

All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.

Equal Opportunities

Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.

Climate Emergency

You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.

Community Safety

Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.

Safeguarding

Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.

Employee Signature:		Print name:		Date:	
Manager Signature:		Print name:		Date:	