

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DIRECTORATE: Housing

DIVISION: select from drop down

JOB TITLE: **Disrepair Manager**

ROLE PROFILE

Job Title:	Disrepair Manager
Directorate:	Housing
Division:	select from drop down
Grade:	Grade 15
Hours (per week):	36
Reports to:	Head of Responsive Repairs and Maintenance
Responsible for:	Disrepair Surveyors x 4 Disrepair Senior Support Officer
Role Purpose and Role Dimensions:	<p>At Croydon, we pride ourselves in delivering safe and affordable homes along with low cost, dependable, localised services to our customers.</p> <p>The Property team are responsible for the delivery of excellent repairs and maintenance services to all Croydon residents this will include day to day reactive repairs, managing of contracts and contractors, complaint handling, issue resolution, empty homes, disrepair and general surveying duties.</p> <p>This role you will be responsible for investigating and managing disrepair claims and claims against the Environmental Act. You will be responsible for collating and analysing the information required in line with disrepair protocol and Environmental Act.</p> <p>Excellent communication skills will be required as you will need to effectively communicate with solicitors, colleagues across the business, and other stakeholders. You will also be assisting in identifying trends through analysis and reporting on these to continuously improve performance.</p> <p>The role will also involve management of our pest control and actively communicating with customers to provide a resolution. Also included with this role, is the monitoring of the themes and insight captured from complaints, customer satisfaction and insurance claims, to ensure all learning outcomes are recorded to enable us to continually provide service improvement across</p>

our service areas.

Commitment to Diversity:

The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Key External Contacts:

Solicitors; Residents and Community Groups; Suppliers and Contractors; Building Safety.

Key Internal Contacts:

Head of Responsive Repairs and Maintenance; Disrepair Surveyors; Disrepair Senior Support Officer; Property Team; Tenancy Team; Contractor Management Teams; Health and Safety.

Financial Dimensions:

Responsible for overseeing budget allocation related to disrepair claims, ensuring expenditures are within set limits. Ensure contractors provide value for money through checking of invoices and valuations, undertaking post-inspection as required.

Key Areas for Decision Making:

Other Considerations:

- Ability to work flexible hours, including evening meetings, and participation in out-of-hours emergency call services as needed.
- Essential car use

Is a satisfactory disclosure and barring check required?
[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted
[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA \)](#)

Yes

Key Accountabilities and Result Areas:

Claims Management and Analysis

Key Elements:

This will involve:

- Investigating and managing disrepair claims
- Collating information required in line with the Disrepair Protocol.
- Identify trends through analysis and reporting for disrepair claims, EPA claims, complaints, customer satisfaction, and insurance claims.
- Assisting in identifying trends through analysis and reporting.

Service Delivery and Quality Assurance

This will involve:

- Assisting in identifying issues requiring a management input to ensure that effective solutions are developed and implemented.
- Being responsible for the quality and effectiveness of services to Croydon's customers, ensuring compliance to policies and procedures and to assist the Managing Disrepair Manager in managing contract delivery and/or direct delivery teams.
- Ensure that contracts/works are delivered in a safe manner in line with current

Health and Safety legislation.

- Ensure quality is maintained in the contractual service delivery on all streams of work.

Performance Management

This will involve:

- To work with the business partners to drive delivery of key performance indicators.
- Regularly review performance in line with KPI requirements and SLA with service departments where appropriate.
- Ensure contractors are managed in line with KPI requirements, including works associated with Wates and Mears supply chain and/or other contractors.

Customer Engagement and Communication

- Act on customer complaints and resolve at appropriate level in line with Croydon complaints policy.
- Act on negative customer feedback and resolve quality issues with customer and supplier.
- Work closely with the Tenancy Team to ensure that issues are managed collectively in resolving and dealing with customer issues.
- Attend scheme meetings and regional tenant representative meetings and report on maintenance matters.
- Attend estate audit inspection on a regular basis on your respective patches.
- Ensure site inspections are

Contract and Work Management

undertaken on request of customers and/or stakeholders in line with SLAs and service requirements, act on outcome to ensure services are of a high quality and great customer experience.

- Work closely with the delivery teams to ensure the works identified are completed in a timely manner.
- Ensure open/outstanding works orders are managed as per the agreed timescales/procedures in relation to contractors and liaise with the direct team on customer general enquiries to resolution.
- Undertake a minimum of 20% ensure a representative sample of repairs are inspected after completion on all repairs, 100% on voids and major works, etc.
- If needed, undertake Void inspection and post-inspection of all empty homes, produce schedules of work in line with the agreed procedures and/or defect schedules, ensure H&S compliant certification is present, and letting can be made by the Tenancy team.
- Ensure contractors provide value for money through checking of invoices and valuations, undertaking post-inspection as required.
- Ensure contracts are managed in line with CDM regulations.
- Undertake stock validation surveys as directed.
- Act as primary contact for

Out of Hours service on a rota basis for emergency call service provider outside of normal office hours.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with directorate procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Equalities and Diversity

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

Person Specification

Job Title: Disrepair Manager

- Essential knowledge:**
- Understanding of the Disrepair Protocol.
 - A sound knowledge and understanding of building and health and safety at work legislation.
 - Strong commitment to and thorough understanding of diversity/safeguarding issues with respect to the employment of staff and the provision of housing and support services.
 - Knowledge of section 11 of the Landlord and Tenant Act 1985.
 - Be aware of and engage with the Building Safety agenda.

- Essential skills and abilities:**
- Excellent customer care skills
 - Excellent verbal and written communication skills
 - Excellent interpersonal and negotiating skills
 - Excellent time management and work planning skills
 - Excellent record keeping skills (ability to accurately & clearly record information as well as maintain organised and efficient systems)

- Essential experience:**
- Significant experience of property maintenance work, preferably gained within housing, that has included undertaking, managing contracts and performance, property inspection, diagnosing common property defects and supervising the work of construction contractors and consultants.
 - A track record in delivering legal disrepair claims.
 - Experience and knowledge of managing disrepair cases.
 - A demonstrable commitment to continuous improvement.

- Special conditions:**
- Basic DBS required to be carried out in pre-employment checks
- Minimum HNC in construction or building or equivalent.
 - Essential car use (not provided)
 - Able to work flexible hours, including evening meetings.

Competencies

These are the competencies for manager level roles.

To deliver to the requirements of this role, the post-holder will need to demonstrate and/or develop the following behaviours:

We Put Customers First	Puts customers at the heart of every feedback data and the Residents' Cf service better for customers. Er understand customers' issues and treat solving customers' problems and complaints.
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We Deliver Effective Service	Provides clear guidance and priorities ensuring they have the resources and equipment. Sets service KPIs and monitors performance patterns of problems or service issues and deal with root causes. Gathers and analyses a variety of sources to identify ways forward and make decisions.
We Adapt and Change	Supports organisational plans to transform service for customers. Acts as a role model for innovation and change across the team. Learns from mistakes, giving and receiving feedback for improvement and development. Builds resilience through managing change constructively, reducing negativity and overcoming resistance.
We Collaborate Constructively	Encourages collaboration with colleagues and partners from across Housing and beyond. Builds strong relationships with stakeholders and partners, finding mutual benefits forward. Demonstrates positive team values and uses team charters to create a conducive environment.
We Communicate with Impact	Communicates clearly and promptly with residents, tailoring communication style to meet the needs of a range of different people. Influences and negotiates effectively, taking into account the needs of all parties. Encourages open communication on challenging issues with customers. Resolves disputes and conflicts.
We Lead Inclusively	Inclusive and fair in their interactions with colleagues and team members. Ensures team meetings are run fairly. Provides a vision and direction, clarifying ambiguity and stimulating a shared vision about the future direction of the service. Allocates resources effectively. Support team in demanding work, listens and acts to relieve pressure.