



ROLE PROFILE

JOB TITLE: Repairs Manager

REPORTING TO: Strategic Lead for Asset Management

TEAM: Housing Management Contract (Housing)

JOB OVERVIEW:

As a key member of the Asset Management Team, manage the responsive and void repairs services, including responsibility for policy and procedure, quality and KPIs, and financial control.

ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Efficiently managing the operational delivery of all Responsive Repairs and Void works.





- Ensuring all repair and void works are delivered with high levels of client and customer satisfaction within a performance management framework, which contributes to the continuous improvement of our work activities.
- Operationally managing a team of Repairs and Void inspectors in the development and delivery of all aspects of planned works in relation to the capital investment programme and associated works, and reporting the results of activities in line with organisational requirements.
- Forecasting, controlling, and reporting on spend on responsive and void activities against budgets.
- Ensuring our obligations in relation to damp and disrepair are met effectively.
- Working closely with contractor partners to ensure that repairs are delivered in a manner that fully supports customers and provides excellent customer service before, during, and following the works.
- Efficiently managing and supervising R&M staff, allocating and monitoring the workloads of staff under your immediate control, and undertaking appraisals to ensure the development of individual team members.
- Efficiently monitoring and managing sickness absence and holiday leave of staff in accordance with management attendance policies.
- Providing advice on technical matters to other departments as and when required.
- Liaising with housing staff, officers, customers, and stakeholders on all matters relating to responsive and void activities. Ensuring customer and stakeholder priorities are incorporated in repair strategies and methods of delivery.
- Commissioning or procuring consultants and contractors to provide specialist services or reports in accordance with standing orders. Researching and obtaining specialist advice.
- Ensuring regulatory and legislative requirements and good practice are incorporated into investment repair methodology. Contributing to developing repair policy.
- Preparing reports, statistical returns, and monitoring information for management, clients and boards as required.
- Carrying out surveys, preparing budget estimates, specifications, schedules and bills of quantities or obtaining quotations or tenders in accordance with standing orders. Being responsible for budgets and certify payments to contractors.
- Supervising and controlling repair work carried out to the housing stock and certifying accounts for this work.
- Attending and facilitating / supporting resident group meetings, boards local area panels, focus groups and consultation events. This will require out of hours, evening and on occasion require weekend working.
- Acting as a client link between contractors, consultants and tenants during planned works to ensure that the works are carried out in a manner which represents excellent customer service and supports our vision and values.



MAKE A DIFFERENCE



- Assisting with developing robust performance management arrangements, contributing to good practice and managing preparations for external audits and inspections.
- Being instrumental in facilitating and delivering repairs improvements and our corporate objectives.
- Ensuring that complaints are dealt with swiftly and effectively on an on-going basis. Ensuring that staff/partners learn from complaints and utilise this as a service development tool.
- Taking a full and active role in the implementation of your own personal development and participating in the training and development of colleagues.

WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary.
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day.
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time, you'll seek best value for money in every part of the job .
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act, you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything.
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity, and inclusion policies, to help make sure we deliver a person focused service.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time, you may need to undertake other tasks commensurate with your role.

Person Specification:
Assessment Key: AF = Application Form | I = Interview | T = Test/Assessment | QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
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MAKE A DIFFERENCE



	<ul style="list-style-type: none">• Ability to work collaboratively with others to deliver high quality services to our customers.• Have high standards of professionalism with respect to work.• Must have an enthusiasm and willingness to undertake appropriate business related training.	AF/I AF/I AF/I
Other	<ul style="list-style-type: none">• Driving licence and access to a vehicle for work purposes.	QC

