

JOB DESCRIPTION

JOB TITLE: Major Repairs Manager

GRADE: 2

REPORTING TO: Assistant Director of Programme and Cyclical Delivery

ROLE SUMMARY

In collaboration with the management team, ensure that Property Repairs delivers excellent customer experience including high levels of performance and productivity. Achieving great, consistent service delivery, innovation and continuous improvement whilst maximising value and bringing to life the vision and values of the organisation.

MAIN DUTIES AND RESPONSIBILITIES

1. Provide influential dynamic leadership and management to the Major Repairs Team to ensure the vision and values of the organisation and directorate are delivered.
2. Responsible for managing the operational delivery of the Major Repairs Team, including the effective management of all resources required to deliver excellent services whilst optimising performance, cost, and risk.
3. Responsible for managing all aspects of the diagnostics service ensuring all reports of damp and mould are responded to in line with policy and procedure and all remedial works are appointed, coordinated, and completed within set timescales.
4. Responsible for managing the operational delivery of our Major Adaptation service, working in collaborating with external agencies, contractors, and internal stakeholders.
5. Responsible for managing one off capital component replacements, demonstrating value for money principles.
6. Ensure compliance with Health & Safety legislation and regulations ensuring that safe working practices are managed and embedded in day-to-day operations.
7. To promote the customer's voice and ensure that it is the golden thread within all decisions and actions relating to the repairs experience.
8. To ensure that customers are informed, communicated with, and kept up to date at all times regarding the status of their works.

9. Robust contract management of subcontractors and suppliers abiding by contractual and financial regulations and ensuring that all work issued externally is delivered in line with the organisation's procurement requirements and Standing Orders, with the Health & Safety of our customers and colleagues as a key priority.
10. To lead a high performing team promoting continuous improvement, to deliver key business objectives, KPI targets and performance management both at a departmental and team level.
11. To effectively manage and report information to the Property Repairs Senior Leadership Team on budgets, spend, accurate forecasting data whilst demonstrating sound financial control.
12. To resolve complaints and dissatisfaction cases, from both within and external to the organisation, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.
13. Working collaboratively with colleagues across the business to ensure that Property Repairs is seen as an innovative, modern, and forward-thinking directorate.
14. Working with our legal team to resolve disrepair cases.
15. Collaboratively working across the business to turn thoughts into real actions resulting in continuous improvement and new ways of working, demonstrating an effective and efficient service.
16. Comfortable in accepting ownership and responsibility for own service area, with a positive 'can-do' attitude.
17. To motivate and inspire the team to be flexible, engaged and ready for change.

PERFORMANCE MEASURES

18. Business Scorecard Metrics
19. Operational KPIs
20. Customer Satisfaction targets
21. Compliance with legislative and regulatory standards
22. Adherence of the H&S Policy
23. Delivery of strategic and team projects
24. Demonstrating corporate values, attitudes and behaviours

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Educated to degree level or equivalent and / or professionally qualified in construction management or a related discipline and / or the ability to demonstrate relevant experience.
- Demonstrate previous accountability for the management of Health and Safety at a senior level.
- Demonstrate a track record of proven experience of leadership, motivation and engaging teams.
- Proven ability to effectively manage budgets, analyse trends and build up forecasting ensuring value for money and demonstrate commercial acumen.
- Experience in delivering change management processes.
- Experience of consulting with customers/stakeholders and transforming ideas into actions.
- Understands the importance of developing and coaching colleagues to unlock potential and harness talent management.
- Good understanding of business activities including Finance, ICT, Governance, Health & Safety and Diversity requirements.
- Able to prioritise to achieve realistic targets, costs and time deadlines.
- Interpersonal skills of listening, relationship management and emotional intelligence.
- Consider the impact of business decisions on the directorate and wider organisation at all times.
- A skilled influencer and negotiator able to communicate effectively with external stakeholders, customers, colleagues and Board Directors, to include report writing and presentations.