

JOB DESCRIPTION

JOB DETAILS

Job Title: Repairs Manager	Date: June 2021
Department: Property	
Location: Duns with Agile Working in place - Hub; Home and Roam.	
Reports to: Property Director	

CONTEXT/JOB PURPOSE

The purpose of this role is to lead a highly performing team to provide an outstanding customer experience to Berwickshire Housing Association's (BHA) customers by providing a high quality and cost effective Repairs Service within the context of BHA's strategic framework.

KEY DIMENSIONS

- Ensure outstanding repairs service delivery which exceeds our customer expectations.
- Manage performance of staff and contractors and ensure all contractual, financial, and legislative requirements are complied with.
- Work closely across all departments and levels of staff to ensure a streamlined, efficient, and high quality service is delivered to BHA's customers.
- Work closely with the Asset Manager to ensure a cohesive, joined up approach to deliver on the key outcomes within BHA's strategic framework.

ORGANISATIONAL STRUCTURE

Repairs Manager:

- reports directly to the Property Director
- is a member of the Management Team
- Has direct line management responsibility for:
 - Technical Officers (Repairs)
 - Technical Assistants
 - Handyperson

KEY RESPONSIBILITIES

LEADERSHIP

- Lead and inspire the BHA's Repairs Team to deliver an outstanding Repairs Service.
- Be a role model to all colleagues.
- Play a key role in BHA's Leadership and Management Team discussions relating to business performance, improvement and assurance.
- Be an ambassador for BHA and attend all relevant external partnerships and events.
- Have the ability to drive forward change and develop a strong team ethos across BHA.
- Innovate and bring new ideas to further develop the Repairs service.

PEOPLE MANAGEMENT

- Support, coach and mentor individuals to facilitate their personal development and enable personal growth and learning.
- Ensure employees embrace and live the BHA values and embed all relevant policies and procedures.
- Further develop and embed a strong performance management culture across the team.

SERVICE DELIVERY

- Manage the effective delivery of the Repairs Service - comprising responsive repairs, void works, Out of Hours service and medical adaptations, to ensure value for money, customer satisfaction and legislative compliance.
- Liaise with the Asset Manager on operational repairs issues to ensure a coordinated approach to budgets, programmes and specifications.
- Work together with other BHA colleagues to ensure a joined up, outstanding customer experience. Engage with customers and use their feedback to identify and implement service improvements within the Repairs Service to ensure value for money and continuous improvement.
- Carry out relevant procurement in line with BHA policy.

PERFORMANCE MANAGEMENT

- Ensure the Repairs Service is delivered in line with BHA contracts and manage the contractors performance effectively.
- Build effective relationships with contractors and further improve and embed performance management indicators and culture.

- Provide and report on the Repairs Service Key Performance Indicators, and analyse trends.
- Ensure budget compliance and accurate financial reporting of the Repairs Service.
- Develop and review policies and procedures for effective Repairs Service delivery.
- Ensure all aspects of Health & Safety relevant to the Repairs Service are complied with.

GENERAL

- Maintain current professional and good practice knowledge of repairs and RSL sector.
- Ensure compliance with all BHA policies.
- Undertake other reasonable duties expected at this level.

LIST OF COMPETENCIES RELEVANT TO THIS POST (see Competency Framework for further details)

- Delivery of customer focused, quality services
- Teamwork
- Adaption to change
- Ownership
- Leadership
- Developing capability
- Business focus

PERSON SPECIFICATION/KNOWLEDGE, SKILLS, QUALIFICATIONS, COMPETENCIES

		REPAIRS MANAGER	MANAGEMENT TRAINEE REPAIRS MANAGER
1.	Qualifications	Essential / Desirable	Essential / Desirable
	Relevant service delivery experience	E	E
	Relevant qualification/willingness to undertake relevant qualification	E	D
	Relevant professional membership	D	D
2	Leadership		
	Develop and promote a customer focused team culture in line with BHA values	E	E
	Develop team and performance framework and motivate teams to take ownership of their contribution	E	E
	Ability to challenge performance issues	E	E
	Ability to develop teams and individuals in the team	E	E
	Inspire teams to deliver outstanding service to customers	E	E
	Promote whole organisation approach to service delivery and effective inter department working, lead teams to work with colleagues to find effective solutions	E	E
3.	Skills		
	Ability to analyse data and develop improvement solutions	E	E
	Ability to analyse processes and working methods, to identify efficiencies	E	E
	Budgetary control skills and financial awareness	E	D
	Demonstrate problem solving skills	E	E
	Organised and responsive, able to effectively manage own and Team workloads and meet standards, targets and deadlines.	E	E
	Project management skills	E	E

	Effective written and verbal communication skills	E	E
	Digitally literate with ability to maximise benefits of IT systems	E	E
	Ability to assess and develop policies and strategies, particularly for changes in technical standards, innovation, legislation and wider strategies.	E	D
4.	Experience		
	Two years minimum relevant experience of working in service delivery	E	E
	Contract and Contractor performance management.	E	D
	Experience of delivering service with a housing or public sector provider.	E	D
	Line management experience or be willing to undertake management training.	E	D
	Experience of contributing to Management Team, business plan and budget development.	E	D
	Procurement experience	D	D
	Management of consultants and other external professionals.	D	D
5.	Knowledge		These will be developed through the training plan
	Knowledge of property, construction and building processes.	E	D
	Knowledge of relevant housing and building regulations and statutory framework, including Health & Safety requirements.	E	D
	Awareness of cohesive approach to repairs, maintenance and asset management.	E	D
	Awareness of regulatory frameworks and performance standards for areas of business within which the Group operates.	E	D
6.	Other Requirements		
	Hold a full current driving licence and access to car for business purposes	E	E

	Ability to work flexibly and outwith standard hours when required to respond to emergency call outs.	E	E
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