

BROXTOWE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No & Job Title:	Repairs Manager
Grade:	TBC
Responsible to:	Repairs and Compliance Manager
Responsible for:	Multi-Skilled Team Leaders, Senior Maintenance Officer Gas and Senior Maintenance Office Electrical
Main purpose of the job:	To manage the delivery of responsive repair works to Council owned property through directly employed operatives and contractors. To maintain the right mix of trades and skills within the team, in order to meet current and future expected demand.

Main Duties and Responsibilities:

1. Undertake full line management responsibilities for the Multi-Skilled Team Leaders, Senior Maintenance Officer Gas and Senior Maintenance Officer Electrical and support them to effectively manage a team of operatives and caretakers.
2. Manage all budgets associated with repairs service delivery.
3. Ensure key performance indicators are met, particularly the indicators reported to the Regulator of Social Housing. Identify and ensure effective and sustained corrective action is taken when targets are not being achieved.
4. Ensure that operatives have all relevant health and safety training, and that ad hoc inspections are completed by team leaders to check compliance.
5. Ensure that operatives have the relevant training and guidance to increase the number of jobs that can be completed within one visit.
6. Ensure all risk assessments are completed and up to date.
7. Write procedures and guidance for the team to follow.
8. Review the operational aspects of the service regularly, and make changes to improve service delivery and increase efficiency.
9. Ensure that the Repairs team fully utilise the housing management system to record actions taken, including sufficient notes and accurate recording of jobs completed.
10. Work closely with the Compliance Manager to ensure that multi-skilled operatives are deployed appropriately, to balance the needs of a reactive service and a compliant housing stock.

11. Work closely with Capital Works team to review ongoing maintenance requirements for renewed items or new technology installed within properties.
12. . Ensure that the Senior Maintenance Officers comply with their duties as principle duty holders for gas and electric, and that their accreditations are maintained
13. Understand legislative and Council requirements in relation to procurement, and adhere to these.
14. Provide accurate information and professional opinion to support the Customer Service Manager to respond promptly to complaints when required
15. . Undertake direct management of all contractors working for Housing Repairs
16. Provide a high quality service to internal stakeholders, and demonstrate an ability to work well with and influence Colleagues to ensure excellent outcomes for all parties
17. Contribute to the Corporate priorities of Broxtowe Borough Council in relation to housing repairs
18. Carry out any other duties that are within the scope and grading of the post which could also be requested by the Assistant Director of Housing

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

The post holder will be required to be on call on a rota system.

RESTRICTIONS

This is a not politically restricted post. This post is not subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of post, but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.