

PERSON SPECIFICATION

T127 Repairs Manager

Specification Type	Additional/changed requirements	E/D	Measure
Qualifications & Training	Relevant degree/ equivalent qualification or experience within a housing repairs environment	E	1,3,4
Qualifications & Training	Management qualification	E	1, 3, 4
Qualifications & Training	Commitment to continuing personal development	E	1, 3
Qualifications & Training	Membership of Royal Institute of Chartered Surveyors (RICS) or other equivalent professional body	E	1,3, 4
Qualifications & Training	Relevant health and safety qualification	E	1, 3, 4
Knowledge & Experience	Detailed knowledge and proven experience of managing a responsive housing repairs service to achieve performance targets	E	1, 3
Knowledge & Experience	Experience of successfully managing external contractors	E	1, 3
Knowledge & Experience	Detailed knowledge of current housing legislation and guidance relating to housing repairs	E	1, 3
Knowledge & Experience	Detailed knowledge of managing a direct labour organisation within a housing repairs environment	E	1, 3
Knowledge & Experience	Experience of effective budgetary and resource management	E	1, 3
Knowledge & Experience	Experience of managing a team	E	1, 3
Knowledge & Experience	Experience of working effectively with stakeholders and external contractors	E	1, 3
Knowledge & Experience	Experience of using a range of IT packages including housing management systems and Microsoft Office	E	1, 3
Knowledge & Experience	Experience of using mobile technology to deliver a responsive repairs service	E	1, 3
Knowledge & Experience	Understanding of and commitment to equal opportunity and diversity	E	1, 3
Skills & Abilities	Leadership and management skills including managing within a performance management environment	E	1, 3
Skills & Abilities	Project management skills	E	1, 3
Skills & Abilities	Commitment to achieving continual service improvement and improved outcomes for customers through analysis of customer feedback	E	1, 3
Skills & Abilities	Flexible approach to meet the needs of a demanding service	E	1, 3
Skills & Abilities	Excellent interpersonal skills, including influencing, negotiating, tact and diplomacy	E	1, 3
Skills & Abilities	Excellent verbal and written communication skills	E	1, 2, 3

Specification Type	Additional/changed requirements	E/D	Measure
Skills & Abilities	Creative approach to problem solving	E	1, 3
Skills & Abilities	Ability to meet challenging deadlines	E	1, 2, 3
Skills & Abilities	Ability to work under pressure and delegate appropriately	E	1, 2, 3
Skills & Abilities	Ability to present information to a wide range of audiences	E	1, 2, 3
Skills & Abilities	Excellent prioritising and time management skills	E	1, 2, 3
Skills & Abilities	Ability to make considered decisions	E	1, 3
Skills & Abilities	Ability to lead and contribute at meetings	E	1, 3
Skills & Abilities	Budgetary and financial management skills	E	1, 2, 3
Skills & Abilities	Ability to build and maintain good relationships to secure cooperation with colleagues and partners including contractors	E	1, 3
Other Requirements	Willingness to work out of office hours	E	1, 3
Other Requirements	Ability to attend emergencies during out of hours	E	1, 3

Car Allowance:

This post does carry a designated car user status

Whilst it will not be necessary for the post holder to provide a car for use on Broxtowe Borough Council business, provision must be made however to discharge duties and responsibilities of the post in an effective manner. Employees choosing to use their own vehicle for work purposes must be in possession of a full driving licence. Disabled employees who are unable to drive because of their disability, but who occupy posts with a designated car user status, are allowed to use taxis to carry out their duties where no other forms of transport are appropriate.

E/D:

Essential (E)
Desirable (D)

1. Application form
2. Test after shortlisting
3. At interview
4. Documentary evidence
5. Other [please specify]

Measure:

