



SWINDON
BOROUGH COUNCIL

Job Title: Housing Area Repairs Manager	Role Profile Number: CH6502
Grade: R Salary: £34,742 to £46,409	Date Prepared: November 2018
Directorate/Group: Communities & Housing	Reporting to: Head of Property Maintenance

Job Purpose

To deliver the annual revenue programme of repairs and maintenance works in line with agreed policies and budgets whilst providing a high quality customer focused service.

Key Accountabilities

- Participate in identifying strategies and programmes of work for inclusion in annual revenue repairs and maintenance budgets and financial forecasts including consulting with tenants and leaseholders about programmes of work.
- Participate in developing new initiatives and concepts and produce detailed solutions for repairs and maintenance programmes of work which comply with the latest planning, health and safety and building regulation requirements including obtaining all necessary permissions.
- Arrange for all contract procurement to be undertaken in accordance with European Union and Council policy and procedures including preparing specifications, drawings, tender documentation, health and safety plans and selecting prospective contractors and awarding contracts.
- Manage the administration and supervision of repairs and maintenance works contracts including ensuring that contract conditions, specifications for materials and workmanship and health and safety plans are complied with.
- Manage the other repairs surveyors in the area and hold the day to day responsibility for direct and indirect labour working in your area.
- Manage revenue budgets and control expenditure strictly in accordance with levels of

delegated authority and the Council's Financial Regulations including preparing estimates, valuing work in progress, negotiating prices for variations, producing final accounts and negotiating and resolving any contractual claims.

- Manage the surveying, diagnosis and provision of repairs and maintenance technical solutions and give recommendations about any remedial works and action to be carried out on domestic dwellings including section 105 works with respect to structural stability and safety.
- Manage the answering of any correspondence with respect to repairs and maintenance complaints and enquires about service delivery relating to the Council's housing stock from:
 - Tenants and leaseholders
 - Tenants representatives
 - Members of Parliament
 - Members of the Council etc.
- Attend Council tenancy and public meetings including preparing any necessary reports, giving verbal advice and recommendations with respect to technical policy matters.
- Provide evidence to the Police and Judiciary in respect of relevant issues and attending Court as a witness on behalf of the Council.
- Monitor and report on the performance of delivering Property repairs building services in line with published standards.
- Manage the availability of appointment slots and the correct and effective delivery of the out of hour's service.

Supplementary Accountabilities

- Promote customer care, equality and diversity best practice including arranging training for repairs surveyors.
- Manage staff including interviews, appointments and evaluation of performance
- Attend information events and meetings outside normal office working hours and at weekends as and when required
- Chair meetings and represent the Building Repairs Manager as and when required
- Deputise for other property managers to ensure essential service delivery cover is maintained
- Participate in continuous professional development.
- Maintain and update building service handbooks and the Council website and ensure they are kept up to date
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable

care so as not to endanger yourself or other persons whilst at work. You must also cooperate with the Council to enable it to comply with its statutory duties for health and safety.

- Undertake any other duties that can be accommodated within the grading level of the post. Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the service area, always in conjunction with the post holder.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of managing a repairs surveying and delivery team
- Experience of managing staff
- Experience of managing budgets
- Detailed knowledge of construction related health and safety regulations
- Knowledge of planning and building regulation regulations
- Knowledge of building contract law
- Detailed knowledge of domestic building construction and defects

Qualifications

- HNC – Building Studies or equivalent experience
- Current driving licence

Decision Making

- Diagnosing and recommending repair solutions
- Deciding on most cost effective repair to be carried out
- Approving expenditure on Repairs delivery.
- Assisting in appointing staff and terminating employment.
- Initiating corrective action for poor performance by contractors and staff.

Creativity and Innovation

- Identifying and introducing service improvements.
- Flexibility in delivering the repairs building requirements.
- Producing communication presentations and articles.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Management of technical staff and directly employed operatives. <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Pre-inspection of work orders. • Production of work orders. • Post inspection of completed work orders. • Payment of completed works orders. • Administration. • Technical support and administration. 	<p>Budget Holder</p> <p>Responsibility up to £3.5m</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>Council owned property</p>
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Contacts and Relationships *(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)*

- Maintaining good relations with tenants and leaseholders of Council owned property
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges
- Giving specialist and general property advice to local Councillors and Members of Parliament
- Producing policies, standard letters, written reports, presentations and form templates

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Managing and negotiating contractual claims with contractors
- Ability to make site visits to inspect building premises throughout the Borough

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	