



**SWINDON**  
BOROUGH COUNCIL

## Role Profile

<b>Job Title:</b> Housing Repairs and Statutory Compliance Manager	<b>Role Profile Number:</b> SBC_11870
<b>Grade:</b> S	<b>Date Prepared:</b> May 2023
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Director of Operations
<b>Structure Chart attached:</b>	No

### Job Purpose

As the Housing Repairs and Statutory compliance Service Lead, you will be a member of the Director of Operations Senior Management Team and will work with colleagues in the Operations Department as well as key internal and external stakeholders and partners to delivery high performing services that supports the Councils vision, priorities and pledges. This role will be specifically responsible for the delivery and quality assurance of the repairs required to the 10200 properties owned by Swindon Borough Council. You will ensure that we deliver a service that ensures tenants receive a quality repair in a timely manner, whilst ensuring the council meets its statutory obligations relating to the compliance covering areas including Electrical, Gas, Fire and Water Hygiene.

Through outstanding compliance expertise and focus, you'll lead our statutory and regulatory compliance requirements across repairs, maintenance and planned works, ensuring that we are operating safely. You'll share knowledge, best practice, provide data and insights to drive a culture of compliance to ensure we are embedding safe practices and delivering on our customer promise of meeting our standards for repairs and maintenance

Reporting to the Director of Operations you will provide clear leadership and support to your teams and engender a culture of operational excellence, focusing on innovative ways of working that both enhance the service and reputation of the Council and ensuring our residents remain at the heart of everything we do.

### Key Accountabilities

- Lead, housing repairs to ensure delivery is to the right quality, at the right cost and in a timely manner that meets the expectations of the tenants and in line with service KPI's
- Lead on the delivery of the councils statutory compliance responsibilities covering but not exclusively Gas, Electric and water Hygiene. Ensures that the departments assets are effectively managed and maintained.

- Ensuring we have current policies and processes for colleagues to follow for statutory compliance, that they are understood, adhered to and take into account best practice, learning, external influences and legislation.
- Ensure that effective repair and statutory compliance contract management, monitoring and reporting processes and procedures are in place and adhered to leading to effective performance management of all contracts.
- Managing, monitoring and reporting of the Repairs and compliance Capital and revenue budgets ensuring strict compliance with the Council's Financial Regulations and Contract Standing Orders and forecast expenditure in accordance with laid down monthly timescales.
- Performance reporting to our senior management team, Performance boards, providing insights, forecasts, trend analysis and efficiency opportunities with appropriate plans and controls in place.
- Be an active and effective member of the Operations SMT working co-operatively with the Director of Operations and colleagues on all matters of Operations and business development.

### **Supplementary Accountabilities**

- As a line manager, to ensure that the organisation's health, safety, equality, diversity and inclusion policies are fully implemented at all times and in all aspects of service delivery and employment.
- As a member of the Operational Senior Management team, adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
- To prepare, write and present Cabinet/Committee reports and briefings as appropriate

### **Knowledge & Experience**

- Experienced of managing operational services in the public or private sector in a Housing repairs and statutory compliance arena.
- Demonstrable knowledge of building construction and property repairs and maintenance
- A track record of managing and delivering high performing services
- Ability to lead, direct and develop multi-functional groups
- Experience of using ICT as an analytical and management tool.
- Good financial and people management skills.
- Able to work to tight deadlines and conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery.

- Self-motivated and ability to make appropriate decisions using own initiative.
- Experience of work in partnership across teams, the wider organisation and external parties.
- Excellent listening, communication and interpersonal skills.
- Experience of conflict resolution.
- Experience of leading, implementing and adapting to change.
- Experience of managing high value budgets

### **Qualifications**

- Professional qualification in a property or building related specialism i.e. MCIQB, MRICS, MICE or equivalent knowledge and practice gained through experience
- A relevant tertiary qualification
- Management qualification

### **Decision Making**

- Can make effective decisions quickly and will act on own initiative in order to resolve problems
- Shows creativity in using resources to deliver cost effective services
- Has proven results obtained through team work and individual effort
- Has corporate and political insight and consideration
- Accountable for the successful operational delivery of the services

### **Creativity and Innovation**

- Reviews ways of working and identifies opportunities to improve the quality of work of the team
- Identifies creative solutions to Council wide issues and takes action to address them
- Shows creativity in using resources to deliver cost effective services, looking beyond the boundary of current service delivery
- Continually identifying, evaluating and implementing innovative new areas of partnership to maximise and enhance the benefits for the wider community

<p><b><u>Job Scope</u></b></p> <p><b>Number and types of jobs managed</b></p> <ul style="list-style-type: none"> <li>•</li> <li>•</li> </ul> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>•</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes</p> <p>Circa £10-15m</p>
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**Contacts and Relationships**

Working in a collaborative manner with Members, other directorates, external and internal customers, community members and other bodies that interact with this role.

**Values and Behaviours**

We strive to underpin our culture of being At our Best through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

**Other Key Features of the role**

- Ability to lead a team providing clear direction and a motivational and inspirational environment for them to develop
- Team player capable of influencing and working within cross-functional teams
- Able to deal with ambiguity and the pace of change within local government, confidently making and standing by decisions in challenging situations and persisting with flexibility in the face of setbacks
- Having the confidence to speak out for what is best for Swindon, even when it is not easy to do so.
- Ability to make site visits throughout the Borough and attend meetings outside the Borough.

<b>Employee Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	
<b>Line Managers Signature:</b>	<b>Print Name:</b>
<b>Date:</b>	