



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Operations Manager - Repairs	Role Profile Number: SBC_12101
Grade: 10	Date Prepared: November 2023
Directorate/Group: Operations	Reporting to: Head of Repairs & Compliance
Structure Chart attached:	No

Job Purpose

- To lead the delivery of the Repairs service c40000 jobs p/a within Council owned properties – 10,500 tenanted homes, garages and corporate and operational buildings, to provide an improved service to our customers.
- Accountable for repairs, and associated legal compliance to the social housing regulator and consumer standards. Ensuring repairs are carried out and as a result our homes continue to comply with the governments Decent Homes Standard and have no defects when assed under the Housing Health and Safety Rating System.
- Lead the delivery of the repairs service in line with the Repairs Standard and Regulated KPI's
- Be the Councils technical (non-legal) subject matter expert in relation to Housing Disrepair and Repairs
- To work with, and respond to external stakeholders such as the Social Housing Regulator and the Housing Ombudsman

Key Accountabilities

- To lead and develop a robust work force to enable them to carry out their duties.
- Develop and implement resource to deliver the primary functions/sub areas of the service; responsive repairs, major repairs, legal disrepair works and damp and mould mitigation improvements; including a quality assurance function
- Design, review and approve processes and procedures in relation to repairs
- Develop a workforce planning strategy and set about implementation
- Monitor and maintain a portfolio of works ensuring delivery on schedule and within budget
- To undertake a leading role in any regulatory inspection

- Design and lead on the delivery of a repairs service improvement plan and associated risk register, set about implementing and monitoring
- Effectively manage and control service budgets, staff materials, vehicles equipment with strict compliance to the Council's Financial Regulations, forecasting expenditure in accordance with laid down monthly timescales
- Ensure that contracts are in place and administered in line with best practice, and in accordance with the Council's Contract Standing Orders
- Ensure systems and resources are in place to deliver effective day to day management of operational services. This includes ensuring that Quality Standards, Service Level Agreements and Performance Indicators are met and a programme of random inspections and risk management audits is completed.
- Collate performance data, analyse and present when required to both internal & external stakeholders including the Social Housing Regulator and/or Ombudsman
- Lead on the end-end procurement of specialist housing maintenance contracts to support the statutory duties, and management of contractors.
- Deputise for Head of Repairs & Compliance where required.
- Carry out performance conversations, 1/1's and chair service area meetings
- Carry out sickness absence, disciplinary, grievance procedures in line with SBC policies
- Respond to priority requests from members of the public and Elected Members to resolve the issue.
- Identify service improvements to improve customer satisfaction and improved outcomes.
- On behalf of yourself and your team, act in accordance with the provisions of the Health & Safety at Work Act 1974 and the management of Health & Safety at work regulations 1999.
- Ensure compliance to the Construction Design and Management Regulations 2015. Acting as Principal Contractor where required
- Responsible for the appointment of staff to roles within the service and terminating employment as required in adherence with the Council's policies and procedures.
- Initiating corrective action for poor performance by operatives and contractors in adherence with the Council's policies and procedures.
- Maintaining good relations with tenants and leaseholders of Council owned property.
- Giving specialist and general advice to local Councillors and Members of Parliament as required.
- Producing policies, standard letters, written reports, presentations and form templates as required.
- To work with Legal colleagues to resolve litigation in relation to construction or housing disrepair
- To be able to manage across other operational areas as and when required
- To undertake any other duties that may be accommodated within the grading level of the role as required

Knowledge & Experience

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

- Substantial experience of managing staff within an operational setting in a local authority or Social Housing Background
- Demonstrable knowledge of building construction and property repairs and maintenance
- Knowledge of the Decent Homes Standard & HHSRS associated hazards and risks within domestic properties and the Consumer Standards
- Complex knowledge of maintenance of corporate buildings, sheltered housing, supported sheltered housing, care homes, car parks, libraries and the corporate estate
- Able to work to tight deadlines and conflicting demands whilst demonstrating a strong commitment to quality, customer care and service delivery
- Experience of managing high value budgets
- Self-motivated and ability to make appropriate decisions using own initiative.
- Experience of work in partnership across teams, the wider organisation and external parties.

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
- A workplace Health & Safety accreditation or qualification

Decision Making

- Shows creativity in using resources to deliver cost effective service in line with Best Value.
- Can make effective decisions quickly and is happy to act on own initiative in order to resolve problems.
- Has proven results obtained through team work and individual efforts.
- Plan teams and own workloads with requirements to meet varied and tight timescales.

Creativity and Innovation

- Reviews ways of working and identifies opportunities to improve the work of the team.
- Identifies creative solutions to Council-Wide issues and takes action to address them.
- Can demonstrate an enthusiastic approach and constantly strives for improvements to performance and service.

<p><u>Job Scope</u></p> <p>Number and types of staff and jobs managed Managers and Technical Officers c3-5</p> <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Management of responsive repair trades c40-60 • Building Surveying • Contract administration • Disrepair remedial works • Management of Major Repair work stream 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes</p> <p>Expenditure and monitoring of a budget in excess of £1m</p> <p>Large goods and specialist vehicles, tool and plant, equipment, stock. IT equipment and mobile working devices.</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)

- Possess highly developed interpersonal skills and is able to adapt approach to a wide variety of customers
 - Wide range of contacts and relationships, including clients (councils, schools, housing associations, etc.) Council Members, Directors and other senior officers, tenant groups, agencies (police, fire brigade, HSE, etc.) and industry governing bodies, Parish Councils and Members of the Public.

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 and Supplementary Accountabilities

- Requirement to work unsociable hours
- Hazardous conditions will exist at times

- Partnership working with emergency services, Elected Members, communities and other local key stakeholders, for example, business owners, social care, Parish Councils, and schools.
- Ability to lead a team providing clear direction and a motivational and inspirational environment for them to develop
- 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.

(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).

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