



## Role Profile

**SWINDON**  
BOROUGH COUNCIL

<b>Job Title:</b> Responsive Repairs Manager	<b>Role Profile Number:</b> OPH72
<b>Grade:</b> CFL9	<b>Date Prepared:</b> July 2021
<b>Directorate/Group:</b> Operations	<b>Reporting to:</b> Operations Manager -Localities
<b>Structure Chart attached:</b>	No

### Job Purpose

- To manage and coordinate the delivery of Housing Repairs service within Council owned properties – 10,500 tenanted homes, 3000 garages and 700 corporate and commercial properties to provide an improved service to our customers.
- To ensure the Council carries out its statutory duty to maintain the structural integrity of the Council Housing stock and corporate buildings to Housing Health & Safety Rating System (HHSRS).
- As one of our Repairs Managers you will be responsible for one of three workstreams, delivering an excellent service to our tenants across the Borough of Swindon.
  - Contractor Management
  - Repairs Trade Team
  - Quality Assurance

### Key Accountabilities

- To manage and develop a robust work force to enable them to carry out their duties.
- Monitor and maintain a programme of works ensuring delivery on schedule and within budget
- Effectively manage and control service budgets, staff materials, vehicles equipment and relevant resources that may be allocated
- Co-ordinate operational resources to ensure all aspects of the services are delivered to the expected standards.
- Procurement of specialist housing maintenance contracts to support the statutory duties, and management of contractors.
- Manage contractors, ensuring they meet productivity targets, safety requirements and quality workmanship.

- Manage cases of damp and mould to solution, following the relevant policy and process.
- Oversee the distribution of work to the workforce ensuring all relevant materials and plant are available.
- Ensure effective day to day management of services such as Quality Standards, Service Level Agreements and Performance Indicators are met and implement a programme of random inspections and risk management audits.
- Deputise for Operations Manager Localities where required.
- You will be expected to deputise and cover for other managers within Operations for annual leave and sickness
- This role will be required to report on daily/weekly progress to Senior Management
- Carry out PDP's ensuring all training is maintained
- 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 environmental outcomes.
- In accordance with the provisions of the Health & Safety at Work 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 cooperate with the Council to enable it to comply with its statutory duties for Health & Safety
- You must ensure that you undertake responsibilities relating to your position as detailed within your Directorate Health & Safety Policy.
- Requirement to work unsociable hours
- Ensure driving standards are maintained and vehicles in the service area are operated within council policies and statutory regulation.
- Hazardous conditions will exist at times
- Working in unpleasant conditions
- Risk of aggression and injury
- Safe working practices Inc. Risk Assessments, Method Statements, Manual Handling and Needle Awareness.
- Assisting in the appointment of staff to roles within the directorate 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.
- support tenant and leaseholder groups.
- 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.
- Ability to make key decisions.
- Coordination of resources to achieve targets
- Experience of problem solving and dealing with difficult situations

- Lead and manage the day to day responsive repairs service, including emergency 24 hour call out for 365 days of the year.
- Manage the surveying, diagnosis of repairs technical solutions
- Manage the surveyors and repairs co-ordinator ensuring work is completed to an agreed standard
- Disrepair claim administration and support to the legal process
- The ability to carry out site visits
- 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
- Knowledge and experience of social housing repairs
- Knowledge of the HHSRS and associated hazards and risks within domestic properties
- Complex knowledge of maintenance of corporate buildings, sheltered housing, supported sheltered housing, care homes, car parks, libraries and the corporate estate.
- Experiencing of managing area-based works
- Proven management skills
- Sound knowledge of operational practices such as responsive maintenance including, bricklaying, plastering, carpentry, general building works

### **Qualifications**

- Educated to GCSE Level A-C
- A workplace Health & Safety accreditation or qualification
- Educated to HNC in Building or equivalent and/or compensatory experience.
- To hold or the ability to work towards a Health & Safety qualification
- The ability to carry out site visits

### **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><b><u>Job Scope</u></b></p> <p><b>Number and types of staff and jobs managed</b> Circa 30 members of staff</p> <p><b>Typical tasks supervised/allocated to others</b></p> <ul style="list-style-type: none"> <li>• Operational Housing Repairs across a number of trades - Plastering, carpentry, glazing, guttering roofing, plumbing, bricklaying, multi-skilled, damp &amp; mould, tiling, decorating, artexing, labourers and responsive repairs fencing repairs</li> </ul>	<p><b>Budget Holder</b></p> <p><b>Responsibility</b></p> <p><b>Asset Responsibility:</b></p>	<p>Yes</p> <p>£500k</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)*

- Demonstrate abilities as both a team leader and member who enjoys a good working relationship with colleagues at all levels
- 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**

- Disrepair claim administration and support to legal
- Hands on awareness of everything in their own locality – right resources allocated/flexible/prioritisation
- Point of contact for the locality – Community responsibility
- Partnership working with emergency services, Elected Members, communities and other local key stakeholders, for example, business owners, social care, Parish Councils, and schools.

(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).

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