



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Repairs Co-ordinators	Role Profile Number: CH6526
Grade: M Salary:	Date Prepared: 19 June 2020
Directorate/Group: Property Maintenance	Reporting to: Area Repairs Manager
Structure Chart attached:	No

Job Purpose

To deliver a support service within the repairs team coordinating contractors and suppliers in line with agreed policies and budgets and to ensure that a high quality customer focused service is provided to tenants, corporate clients and leaseholders.

Key Accountabilities

- 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. This currently involves coordination of scaffold (erections, alterations, inspections and removals), gates, glass, vinyl flooring, drainage and mains water repairs. To include the raising of purchase orders and processing them for payment.
- To coordinate the batching of repairs to aid best value for money on delivery.
- To develop a family of contractors able to deliver a high quality SOR based delivery process. This includes the processing of valuations and payment of invoices. Working as liaison between the customer and contractor.
- To monitor the delivery of repairs in line with agreed policies and performance standards.
- Produce Daily permits to dig to allow internal workforce to dig safely
- Coordinate of the paper work produced by the out of hours team and overtime forms, including raising of follow on works.

- Raising work orders for internal and external customers
- To work with the Building surveys in diagnosing building repair solutions for corporate assets.
- 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.
- To work with the Building surveyor and other team members arranging 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 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.
- 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 issue.
- Monitor and report on the performance of delivering Property repairs building services in line with published standards.
- By working with the planners for your area monitor and manage the availability of appointment slots and the correct and effective delivery of the out of hour's service.

- Analyse and report on building services and assist in the development of the Decent Homes and capital repairs and maintenance programmes of work

Supplementary Accountabilities

- Promote customer care, equality and diversity best practice including arranging training for repairs surveyors.
- To develop and foster excellent working relations with the family of contractors delivering the works.
- Attend information events and meetings outside normal office working hours and at weekends as and when required
- Deputise for other property coordinators and repair surveyors to ensure essential service delivery cover is maintained
- Participate in continuous professional development.
- 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 department, 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 in coordinating and delivering a wide range of building repairs.
- Experience in working with both direct and indirect labour.
- Knowledge in diagnosing building faults to a wide range of buildings.
- Experience of delivering to budgets.
- A working knowledge of construction related health and safety regulations.
- A working knowledge of planning and building regulation regulations.

Qualifications

- Three years of coordination and delivery expertise in maintenance.
- Current driving licence

Decision Making

- Prioritising of resources.
- Diagnosing and recommending repair solutions.
- Deciding on most cost effective repair to be carried out.
- Approving expenditure on Repairs delivery.
- Initiating corrective action for poor performance.

Creativity and Innovation

- Identifying and introducing service improvements.
- Flexibility in delivering the repairs building requirements.

<u>Job Scope</u>	Budget Holder	Yes
Number and types of jobs managed <ul style="list-style-type: none">• Forging and maintaining an excellent partnership with a number (20 or more) contracting companies.	Responsibility up to £2m	.Yes
Typical tasks supervised/allocated to others	Asset Responsibility:	Council owned property

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 / leaseholders and users 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.
- Producing policies, standard letters, written reports, presentations and form templates.
- Working closely with other delivery partners such as planners and project managers.

Values & 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:	