

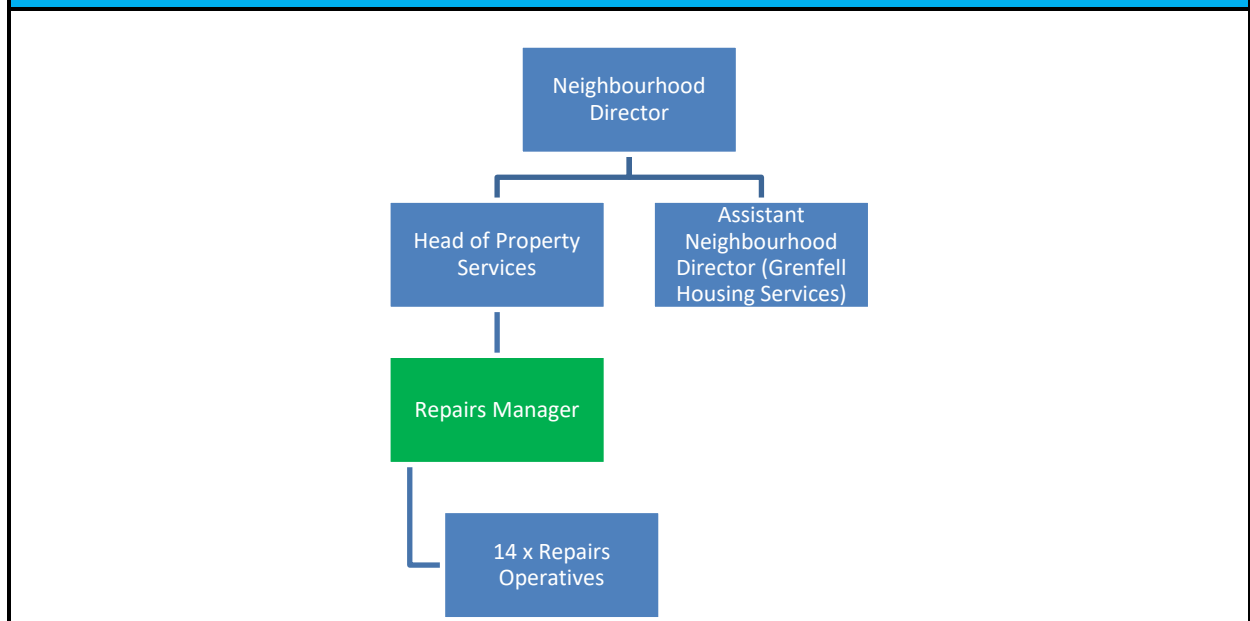
## JOB DESCRIPTION

<b>Job Title</b>	Repairs Manager
<b>Position Number(s)</b>	
<b>Department</b>	Housing – Lancaster West Neighbourhood Team (LWNT) and Grenfell Housing Services (GHS)
<b>Section or Service</b>	Property Services
<b>Grade</b>	HMgn171 £36,600 to £49,600

## DESIGNATION:

<b>Responsible to:</b>	Head of Property Services
<b>Employees directly supervised (if applicable):</b>	8 x LWNT Repairs Team 6 x GHS Repairs operatives.

## Family Tree:



## **1. JOB PURPOSE:**

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This role will lead a seamless, proactive, and resident-focused repairs service for the homes managed by Grenfell Housing Services, and the Lancaster West Neighbourhood Team.

We are aiming to ensure that Lancaster West becomes a model social housing estate for the 21<sup>st</sup> century, and that Grenfell Housing Services deliver the best housing management services in the country. This role will be pivotal to meeting these shared ambitions

The postholder will ensure team members are supported and are carrying out effective delivery of the in-house repairs service, and that larger projects are well-managed and the customer is updated through out.

They will be responsible for managing our green fleet, our two stores and stock on Lancaster West, van stock and ensuring that services operate within budget, and that a commercial approach is taken to ensure value for money

The role also requires driving improved performance and continuous service improvement, with a weekly toolbox talks to motivate staff, promote a model approach to health and safety, and that risks are managed and monitored

## **2. DESCRIPTION OF DUTIES:**

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1. To ensure repairs to tenanted and void properties are ordered, appointed, completed and invoiced in accordance with agreed procedures, contract terms and timescales, in accordance with the schedule of rates.
2. To liaise with residents, colleagues, managers, external contractors and suppliers for LWNT to ensure the delivery of repairs is effectively delivered to the required targets.
3. Monitor and report on productivity of the inhouse repairs and voids teams through relevant systems.
4. To manage larger projects in a planned, methodical and controlled way that delivers excellent value for money.
5. Support in the response to residents' queries, complaints and compliments - remaining courteous, professional and cooperative at all times.
6. Manage operational use of LWNT fleet
7. Support in the set up and roll out of new information systems to support the delivery of the repairs and voids services for LWNT.
8. Deputise for the Head of Property Services when necessary
9. Undertake strategic risk assessment of all responsive repairs service activities
10. Maintain an awareness of fire and health and safety regulations and good practice requirements
11. Embed a customer focused approach to continuous service improvement and respond creatively to the needs and aspirations of residents
12. Manage the responsive repairs revenue budgets for the service in accordance with financial regulations
13. Deliver toolbox talks
14. To ensure the repairs and maintenance service responds effectively to all urgent and emergency situations.
15. To ensure that all issues in respect of safeguarding, health & safety and customer service standards are appropriately dealt.

16. Take responsibility for the health and safety activities applicable to the repairs service as set out in Royal Borough of Kensington and Chelsea policy statements and ensure that relevant Task Specific Risk Assessments are available for tasks such as Work at Height, Electrical, COSHH and Manual Handling.
17. Manage the Out Of Hours (OOH) emergency repairs services, where required
18. Develop and implement new ways of working to ensure that delivery shows continuous improvement, demonstrates commitment to our great customer service and satisfaction.
19. Deliver effective contractor management, ensuring services, expenditure, performance and KPIs are managed within agreed parameters.
20. Consistently measure, monitor and review KPIs of responsive repairs services
21. Demonstrate value for money in the design and delivery of all services through market testing, benchmarking and other appropriate mechanisms.
22. Work closely with the voids and refurbishment teams to deliver an excellent service to the residents of the Lancaster West Estate.
23. Support operatives in the use of handheld devices for managing workloads.
24. Participate in business development activity for the LWNT.
25. To initiate and participate in continuous personal development planning activities.
26. Provide effective leadership, support and motivation to repairs staff.
27. Ensure all staff are recruited, trained, managed appraised and developed in accordance with internal and statutory procedures in an effective and sensitive manner.
28. Promote and represent Royal Borough of Kensington and Chelsea at all levels throughout the organisation and to external bodies.
29. To assist with the investigation and responses to complaints, councillor enquiries and insurance claims
30. Undertake any other duties consistent with the basic objectives of the post.
31. To model an exemplary approach to equality and diversity amongst residents and staff

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**I agree to the above job description**

**Post Holder**.....  
**Date**.....

**Head of Service**.....  
**Date**.....

### **3. DIMENSIONS:**

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**(WHERE APPROPRIATE)**

**Quote figures which give a picture of the job as follows:**

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned**
- (b) Any other statistics relating to the work**

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**I agree to the above job description**

Post Holder.....

Date.....

Director / Chief Officer.....

Date.....

## SELECTION CRITERIA/PERSON SPECIFICATION

<b>Job Title:</b>	Repairs Manager
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### Conditions to Note:

#### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<b>A</b>	<b>Equal Opportunities</b> Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
<b>B</b>	<b>Qualifications</b>  <b>Essential:</b> <ul style="list-style-type: none"> <li>Technical knowledge sufficient enough to manage a large and complex responsive maintenance and repairs programme across a range of different stock types.</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>Qualified in relevant construction trades, surveying, clerking or relevant discipline.</li> </ul>

C	<p><b>Skills; Experience and Attitude</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Experience of staff management in a repairs and maintenance setting for social housing landlord</li> <li>• Experience of working with customers on a frontline service dealing effectively with complaints and resident queries</li> <li>• Competent verbal and written skills to residents and staff</li> <li>• Comfortable with the use of computers and IT including Microsoft Office 365</li> <li>• Good IT knowledge, including spreadsheets, and software used to manage projects</li> <li>• Able to manage and prioritise workload balancing organisational and service led demands, working under pressure and quickly.</li> <li>• Productive with a drive for customer excellence, showing empathy, patience and understanding of customers' needs and requirements</li> <li>• The ability to take responsibility for your own productivity whilst working as an active team member</li> <li>• An understanding of the skills and resources required for delivering a responsive repairs and voids service for public housing</li> <li>• Experience of managing contractors, suppliers and frontline services</li> <li>• An understanding of the construction industry, including trades, materials, processes and safety</li> <li>• Able to work within budgets and identify and implement ways to monitor commercial performance and ensure excellent value for money</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of software and systems used to deliver repairs and maintenance services in a housing environment</li> <li>• Experience in managing an Out Of Hours Emergency Repairs service</li> </ul>
	<p><b>Other</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Flexibility to work outside normal office hours – evening and weekend meetings will be a requirement of this role</li> <li>• A valid driving licence</li> <li>• An interest in own personal development and undertake training as required</li> <li>• Courteous manner towards clients, customers and colleagues</li> </ul>

Our Values & Behaviours	
D	<p><b>PUTTING COMMUNITIES FIRST</b></p> <ul style="list-style-type: none"> <li>• We put local people at the heart of decision making in everything we do.</li> <li>• We seek to include and involve: all voices matter.</li> <li>• We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
E	<p><b>RESPECT</b></p> <ul style="list-style-type: none"> <li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li> <li>• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>
F	<p><b>INTEGRITY</b></p>

	<ul style="list-style-type: none"> <li>• <b>We act with openness, honesty, compassion, responsibility and humility.</b></li> <li>• <b>We let people know what we are doing and communicate why and how decisions have been made.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued.</li> </ul>
<b>G</b>	<div style="background-color: #00a651; color: white; text-align: center; padding: 5px; margin-bottom: 10px;"><b>WORKING TOGETHER</b></div> <ul style="list-style-type: none"> <li>• <b>We work together and in partnership with everyone that has an impact on the lives of our residents.</b></li> <li>• <b>We want to understand, learn from each other and continually adapt.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments.</li> <li>• I find it easy to access the services that I need.</li> <li>• I feel the Council is open to new ideas.</li> </ul>