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| **ROLE DESCRIPTION: Head of Responsive Repairs** |
| **Reports to:** Operations Director | **Responsible for:** Proactive collaboration as a member of the Senior Management TeamDelivering a repairs service that achieves high tenant satisfaction and approvalEffective management of Contractors and Sub-ContractorsManaging the Responsive Repairs & Voids Team |
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| **Role purpose:** |
| Accountable for proactive management of IDS’s comprehensive Responsive Repairs service, including repairs to vacant properties; continually driving up performance and resident satisfaction levels to be ‘best in class’.As a member of the Senior Management Team, the postholder is responsible for delivering IDS’s Corporate Strategic Objectives, both in respect of driving Repairs Service and collaborating on broader outcomes. Rigorously managing and monitoring repairs contractor performance to achieve a repairs service which is both consistently high quality and represents Value for Money. Liaising effectively and directly with contractors, including coordinating Contract Review Meetings to scrutinise in particular, outcomes of service satisfaction, performance, quality, Health & Safety, cost control, invoicing and completion data. Identify, plan, tender, manage and execute improvement plans, including preparation of reports and analysis. Ensure IT systems are properly utilised to best effect within the team and by contractors.To ensure Health & Safety is consistently maintained throughout the service.The postholder will have some direct involvement in diagnosing and managing repairs, particularly for complex cases, engaging specialist contractors where appropriate.To lead, motivate and develop a small team, ensuring services are focussed on the needs of the customer and collaboration within and between teams.  |
| **Key responsibilities:** |
| **Teamwork:** |
| 1. Deliver Corporate Strategic Objectives as part of the Senior Management Team.
2. To effectively manage the Repairs Team to ensure good customer focussed Repairs and Voids services, including regular 1-2-1s, setting objectives, supporting and motivating team members to ensure delivery of successful outcomes.
3. Ensuring the work of the postholder themselves and the Repairs Team embody IDS’s corporate values of Trust, acting as One Team and being Agile.
4. To be an excellent communicator, both within the organisation and when reporting to tenants’ representatives and Committees.
5. All managers are responsible for implementing IDS’s Safeguarding Policy and to make sure that they and their staff are aware of and adhere to this at all times.
6. The postholder is required to comply with all Health & Safety at Work policies, procedures and guidelines relating to this role. The postholder must look after their own health, safety and welfare and be mindful of other people who may be affected by their acts. Employees must co-operate and comply with management instructions regarding health and safety issues and report all accidents, incidents and problems as soon as practicable to their line manager or other managers.
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| **Delivery:** |
| 1. To achieve effective partnership working with other managers to ensure a joined-up approach which enables effective coordination between Responsive Repairs, Capital and Planned Maintenance programmes as well as broader services across the company.
2. To prepare accurate and timely reports and management information for relevant Board Committees and to the Senior Management Team. Extracting and interpreting trends and outcomes from data drawn from IT systems.
3. To ensure that procurement policies and procedures are adhered to and procurement exercises are done in line with IDS’s financial regulations and standing orders.
4. To set, monitor and control expenditure in line with approved budgets.
5. To ensure that contractors maintain an effective, efficient and customer focused approach to service delivery and identify innovation. This will be done through effective contract management, holding contractors to account for financial and quality performance.
6. Responsible for contract management, ensuring contractors perform in line with the contract, service standards and service delivery arrangements.
7. To ensure contractors effectively manage any subcontractors to ensure work is completed on time and to the required quality.
8. To meet with each contractor regularly, recording financial and operational performance.
9. To Identify and challenge any poor performance on quality or price and hold regular meetings. If required, to enforce the contract terms.
10. To monitor contractual and operational requirements and ensure they are being applied appropriately to deliver cost effective, accurate high-quality services.
11. Provide technical advice to contractors and clients. Maintain and develop good relationships with existing and potential clients.
12. Responsible for ensuring Health & Safety policies and procedures are developed, applied and adhered to.
13. To use and develop the information technology systems, communications and equipment, to assist in the monitoring of the business operation and performance.
14. To be responsible for the security of workplaces, plant and materials and other equipment allocated for operational requirements.
15. To attend meetings both inside and outside normal working hours with key stakeholders of the service.
16. To ensure all complaints (including disrepair cases) and feedback are fully investigated and used to drive continuous improvement.
17. To be flexible and to promote and represent IDS at all levels throughout the organisation and to external bodies.
18. Ensure all activities are carried out in compliance with IDS’s equal opportunity and diversity policy and procedure.
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| **Organisation wide:** |
| 1. Deliver value for money and make best use of resources to deliver the best outcomes.
2. Deliver operational excellence, driving continuous improvement and innovation.
3. Comply with all organisational policy and procedures.
4. Ensure that risks within the directorate’s activities are identified, removed or minimised.
5. Help to create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Promote the values of IDS at all times and demonstrating a high level of commitment to diversity and inclusion.
7. Build effective relationships with all other IDS departments and staff to embed our “One Team” approach to service delivery
8. Helping out with other areas of the business as necessary
9. Help to ensure that IDS complies with all legal, regulatory and health and safety requirements.
10. This role is part of the of the Operations team. As with all Team member positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.
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|  **PERSON SPECIFICATION: Head of Repairs** |
| **Experience and qualifications:** |
| * A strong record of demonstrable achievement delivering Property Maintenance services
* RICS (Royal Institute of Chartered Surveyors) and / or CIOB (Charted Institute of Building) qualified
* Recognised degree or similar qualification and relevant work experience, and evidence of continuing professional development
* Experience in the production and management of contract documents, contract administration and procuring contracts
* Experience of working in partnership with internal (and external) stakeholders to deliver excellence
* Experience of collaborating and working as part of an effective team
* Full, valid driving licence

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| **Knowledge:** |
| * Knowledge of the relevant regulatory and statutory standards / regulations
* Comprehensive working knowledge of property related issues and duties required of social landlords
* Knowledge of Building Regulations, British Standards, Approved Codes of Practice, CDM regulations, health & safety legislation, Regulatory Framework for Social Housing and standard forms of building contract.
* Understanding of how governance operates in relation to a repairs service within a social housing provider
* Quantity surveying knowledge/experience to ensure the appropriateness of invoices received
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| **Skills:** |
| * Ability to use judgement and take ownership of decision making
* Ability to deliver services in line with service level agreements or service standards
* Ability to interpret, analyse and produce relevant management information
* Ability to manage risks and make sound judgements, whilst not being risk averse
* Good level of written, presentation and interpersonal communication skills
* Ability to manage budgets and operate robust budgetary control
* Able to use information technology effectively
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| **Attributes:** |
| * Transparent and open, acting with integrity and able to build high levels of trust
* Committed to diversity and inclusion
* Champions innovation and encourages ideas
* Resilient and able to work under pressure
* Collaborative and inclusive
* Actively role model and champion the IDS vision, values and purpose
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