



Job description

Job title: Repair and Voids Manager

Post No: 008C&N

Grade: Band 12

Directorate: Housing and Communities

Reports to: Housing Asset Manager

Purpose of the job

To lead and deliver a customer focussed and high performing repair and void service for our tenant's homes. Continually seek to develop and improve the service in accordance with the Council's vision and values, HRA (Housing Revenue Account) Business Plan, HRA (Housing Revenue Account) Asset Management Plan and industry best practice.

To lead on the contract management of our key repair and void contracts, overseeing all aspects contract management including performance monitoring and financial management.

The role will directly manage a team of Response Repairs and Voids Officers, and we are looking for someone who is well organised and has the ability to lead the team to deliver the repair and void service. An understanding of the relationships between service delivery and high-quality asset management, together with the need to support our residents who live in Council properties is essential.

Main areas of responsibility

1. The officer responsible for the management of a customer focussed repair and void service.
2. Lead, develop and improve services to reflect customer expectations and agreed performance standards whilst maximising operational performance and efficiency.
3. Contract management of the key repairs and voids contracts. Chairing regular contract meetings to ensure suppliers performance is in line with the contracts awarded to them. Checking that valuations are in line with

- the contract terms and approving payments.
4. To ensure that our tenant's homes are safe places to live, by following the relevant legislation, regulations, internal policies and plans. This will include leading on any emerging priorities, such as climate change and damp and mould.
 5. Identify and develop opportunities for commercial activities whilst maintaining and enhancing customer relationships.
 6. Identify and exploit opportunities for new, innovative practices and solutions to enhance business opportunities and deliver efficiencies.
 7. To have accountability and ownership of customer service standards within the repair and void service, ensuring works are delivered as scheduled, to the required standards and completed to customers satisfaction.
 8. Monitor, develop and drive performance indicators relating to the repair and void service, implementing improvements and change to address poor performance.
 9. Manage the financial performance of the repair and void service, leading all allocated resources, maintaining budgetary control whilst ensuring all delivery is within the required levels of performance and budget.
 10. Lead the development of, motivation, performance management, deployment, supervision, conduct and utilisation of allocated staff.
 11. Ensure allocated staff are motivated, adequately trained, qualified and equipped to deliver services efficiently, effectively, safely and in accordance with all relevant legislation and sector best practice.
 12. Ensure tenants are treated with respect at all times, and listened to as part of consultation on any service change proposed.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.



Person specification

A team and tenant orientated individual with extensive experience of repairs and voids in a housing stock, capable of dealing with a wide range of stakeholders across multiple departments and sectors.

Practical experience of repair and void contract management of a wide range of contract types, with a previous track record of delivering a quality repair and void service. Sound understanding of the contractor/client relationship and managing contracts to ensure the most efficient service can be delivered for tenants. You will have experience of managing, developing and leading a team, performance management and building team structures.

You will have a flexible attitude towards work and embrace change.

You will have demonstrable experience of resolving complex repairs and void cases. Example of this includes disrepair claims and the associated legal process involved.

The ability to prioritise your work to deliver the operational goals of the department and the Council.

You will have comprehensive experience and knowledge of Construction Design and Management Regulations 2015 and be able to fulfil the Client function within the Regulations.

Able to demonstrate tact, diplomacy and political awareness and have the ability to produce reports and presentations and be confident at presenting to senior managers, staff, tenants and elected member groups.

You should be able to communicate at a range of levels, using excellent negotiation skills. You will have experience of handling stage 1 complaints and ensuring that a culture of continuous improvement is imbedded with the team that you lead

You will have an understanding of the legislation as it relates to the statutory housing functions and have experience of working in the rented property sector.

You will have knowledge and experience of the Section 20 leaseholder process, to manage leasehold tenancies that are affected by repair works.

You will have knowledge of statutory and construction requirements in relation to the Statutory Landlord Compliance with respect to the management of

damp and mould, asbestos, water hygiene, fire risk, electrical safety, gas safety, radon and lifts, together with an understanding of the requirements of health & safety legislation in relation to a repair and voids service.

You will be computer literate and be confident in the use of the MS suite of applications, including outlook, internet explorer, MS Word, and be able to demonstrate competent use of Excel for the management of projects and programmes of work.

Qualifications

You will hold GCSEs in Maths and English at grade C or above.

You will also hold a relevant construction qualification to HNC or higher or be able to demonstrate equivalent experience within the industry.