

Job Description

Repairs Manager

RESPONSIBLE TO: Head of Repairs

RESPONSIBLE FOR: Multi-trade Team and Work Planners

JOB PURPOSE:

- To manage the operational resources of the Team in order to ensure the delivery of a high quality Repairs Service to all of the Trust's customers within agreed timescales (KPIs).

'WHAT' – you do!

- The day to day management of repairs operatives to ensure that they carry out their duties and responsibilities in accordance with Trust policies and procedures.
- Monitor the performance of individuals to ensure that appropriate levels of productivity and performance are achieved and maintained.
- Undertake pre-assessments of work where necessary to ensure that resources, materials and priorities are allocated correctly and non-stock materials are obtained prior to work beginning on site.
- Ensure that all work is carried out in accordance with Health and Safety legislation, Codes of Practise and relevant quality procedures.
- Manage and coordinate the use of any Sub-Contractors that may be required to supplement the resources of the repairs team, ensuring that VFM is achieved and payments are authorised.
- To manage the use of Trust resources, including vehicles, plant and van stocks; investigate any instances of misuse and report any variances to senior management as required

'HOW' – you do it!

- Transparent with everyone, always being open, honest and clear, with ourselves and others ensuring feedback is given in a timely fashion and we commute effectively across the Trust.
- Restless in your approach to finding better ways we're better tomorrow by challenging what we are doing today. Always looking at best practice to ensure we are forward thinking and innovative
- Upfront and honest. We are bold, confident and direct. We say it as it is. However, we will not be shouty or rude but constructive and clear with people, so they know WHAT we expect from them and HOW they deliver it.
- Skilled - We invest in our people and attract talent so the Trust thrives. We invest in staff to deliver our high performing culture
- Together – championing a “one team” ethos. We support and talk to each other across teams to help improve lives. We work on delivering more through project teams – rather than the functional/hierarchical teams

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour - HOW		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Experience – WHAT		
Experience of managing staff and performance	D	I/A
Experience of managing a repairs team in a pressurised environment	D	I/A
Understanding of the repairs issues facing social housing.	D	I/A
Strong and decisive leadership that is resilient, confident and resourceful	E	I/A
Having COURAGE <i>to use (good) judgement</i> , take calculated risks, stand up for what you believe is right and do the right thing by the business.	E	I/S
I.T. Skills.	E	I/A
Ability to scrutinise and challenge with confidence	E	I/S
Ability to analyse information and produce reports	E	S
Interpersonal skills	E	I
Problem solving & making sound decisions whilst using good judgment	E	I
Ability to work on own initiative.	E	I
Full Driving License	E	A/C
Building Trades qualification e.g. City & Guilds Adv / NQV Level III	D	A/C

METHOD OF ASSESSMENT

- A** **Application form**
- I** **Interview**
- S** **Skills Test**
- C** **Production of Certificates**

