

Repairs Performance Manager



Team: Repairs & Maintenance

Report To: Repairs Operations Manager

Grade: SH9 up to (£43,421)

Overview:

The post holder will be an exceptional leader who will drive operative performance, efficiency and productivity at operational level. This role requires the daily management and technical support of our skilled, mobile workforce. Supporting the Repairs Operations manager with providing a first class customer focused service to our customers.

You will support the Repairs Operations Manager to focus on quality, performance, compliance and service improvements, with experience of leading people through significant technology transformation and delivering of a highly efficient and productive repairs and maintenance service that delivers the financial expectations of the organisation's Financial Business Plan and meets the demanding expectations and aspirations of our customer base. Most importantly, you'll be a passionate leader who cares about doing the right thing, not the easy thing.

You will achieve this by engaging with your teams and the wider service on a day-to-day basis, engendering a performance driven ethos, continually improving service delivery, taking ownership of delivering operative KPI's driving productivity through smarter working and close one to one support and on site supervision.

Working hours for this role are on a rota basis between 8am and 7pm Monday to Friday and involves some Saturday's between 9am and 5pm.

Responsibilities:

- Lead, develop and effectively manage a diverse group of repairs operatives and apprentices, driving performance through excellent performance management, customer service, high levels of customer satisfaction and ensuring a high-quality responsive repairs and maintenance service is delivered in a cost-effective manner, which meets or exceeds KPI's value for money and corporate improvement targets.
- Ensure that suitable processes and procedures are in place for repairs, meet regularly with staff to ensure that agreed policies, practices and procedures are being implemented and delivered and prepare relevant team plans to ensure continuous improvement is delivered within acceptable timescales.
- Promote good quality customer care at all times and ensure all staff meet or exceed agreed service standards. Ensure that all elements of the service meet Salix Homes' objectives and exceeds customers' expectations.
- Develop effective working relationships with colleagues, partners, and key stakeholders to support the delivery of a customer focused service, ensure reporting of any other issues, ASB, safeguarding, damp and mould are reported, and any associated documentation completed.
- With the support of the Repairs Operational Manager, you will manage and monitor the repairs budget including managing the operative productivity, profitability and material usage through the material service provider, attending meetings with material suppliers as required.
- Manage and respond to technical queries and escalated complaints, investigating and responding to all customer feedback about the repairs and maintenance service, to guarantee a customer centric repairs service is maintained at all times.

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- Support the Repairs Operations Manager in developing the day-to-day repairs process ensuring a high-quality product, delivered as efficiently as possible and achieving upper quartile performance.
 - Ensure the service complies with all relevant Regulatory and Legislative requirements including the Health & Safety at Work legislation (Including Attending site to liaise with contractors assess hot works and Issue Hot Works Permits to contractors and internal operatives, gas and electrical safety regulations and HCA's Regulatory Framework. To be aware of legislation, codes of practice and good working practices relevant to all work activities.
 - Ensure your team operates in compliance with all Risk Assessments, Method Statements and COSHH Data sheets relating to the work of your team to ensure the health and safety of our employees, customers and members of the general public. Investigate any reported incidents and develop and deliver monthly toolbox talks and arrange relevant team specific training ensuring all teams have up to date industry knowledge and are operating in compliance with Health and safety and buildings safety policies and procedures.
 - Actively manage risks arising within your service area and apply appropriate mitigations accordingly, in the delivery of the repairs service, to ensure that Salix Homes effectively manages its risks by taking considered actions which in turn contributes to the successful delivery of the Salix Homes' Risk Management Strategy.
 - Ensure maximum efficiency and effectiveness of the team by regularly reviewing system, processes, operative/supply chain and system data to ensure a high-quality service is delivered and that there is the optimum allocation of trades to each work stream, maximising productivity at all times to ensure a right first-time fix approach.
 - Monitor operatives' movements on a daily basis utilising available systems and site visits to ensure accurate recording of jobs and time taken on PDAs and that correct codes are allocated for each job and before and after pictures are taken.
 - Allocate work and duties between your team members to ensure all repairs are delivered within agreed targets to ensure high levels of productivity. Ensure issues or problems within the team are dealt with in an effective and efficient way including managing complex and escalated enquiries relating to all areas of the service, seeking to deescalate dissatisfaction and find a successful resolution, including site visits, contacting customers and investigating and supporting formal stage one complaint responses.
 - Manage and provide advice and support on technical reports and queries for the team including complex repairs scheduling and follow on work requirements. Liaising with contractors as required
 - Ensure all material requirements are met for operative jobs in a timely manner to ensure there is no hold up in the process for undertaking work and ensure that all van stocks are monitored and the Accuserve database maintained, addressing any concerns as and when identified. Monitor and manage all other resources delegated to the service including hire vehicles, stock, plant, uniform, and equipment as required.
 - Carry out HHSRS assessments as and when required
 - Support the Operational Repairs manger in identifying opportunities to drive efficiencies in relation to all aspects of the supply chain supporting the repairs and maintenance service.
 - Provide cover, support, and assistance to other managers in the repairs team, as necessary, to ensure the delivery of an excellent repairs and maintenance service at all times, being a dedicated point of contact for customers as and when required
 - Update Accuserve and MSD 365 system, with relevant notes and information.

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- Manage suitable and timely communications within the service, to advise of escalations as they arise, including communications with managers in other service areas who may be affected by the matter(s) concerned.
 - To proactively seek to capture and respond to customer feedback and profiling information through a range of methods including regular reporting on your team through ICT systems to support effective management practices.
 - Carry out any other ad-hoc duties that may fall within the remit of this role, which it would be reasonably assumed that the postholder is capable of fulfilling, or for which training has been given.
 - Promote, encourage, and support customer involvement and engagement in the service.
 - Ensure that all employees reporting to the post are recruited, trained, managed, appraised and developed in accordance with company procedures, in an effective and sensitive manner and in accordance with the Equality and Diversity Policies of the company.
 - Promote a safeguarding culture within Salix Homes, including the safeguard and promotion of the welfare of children and vulnerable adults.
 - To demonstrate personal and professional behaviours that meet with Salix Homes Values. In doing so, establish and sustain trust and confidence with stakeholders, partners, customer, and communities, and positively promote and represent Salix Homes at all times.
 - Embrace and participate in own personal development initiatives in order to increase skills and knowledge to ensure that the objectives and targets of the service are met.

Profile Fit:

- This role would suit a self-motivated manager who has experience of directly delivering and managing repairs and maintenance services. You would be comfortable with being on the ground with your team most of the time and be able to use your own initiative and adapt to changing work demands in a complex and dynamic working environment.
- Not suitable for a person who is uncomfortable managing varying levels and types of demand and constant change. This role would not match a person who finds it challenging to manage an operational workforce requiring your input, advice, direction and support on routine matters on a daily basis.

Main Stakeholders:

- Contractors
- Customers
- Employees

Person Specification

Knowledge:

- Extensive technical knowledge of servicing, maintenance and repair work
 - Appropriately qualified to NVQ level 3, or equivalent, relating to your service discipline.
 - Demonstrates an in-depth knowledge of H&S legislation as it relates to the repairs and maintenance service
 - Full UK driving licence
 - Hold the relevant CSCS card (Construction Skills Certification Scheme)
 - Knowledge of HHSRS categories and conducting assessments
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Skills:

- Proven ability and character to challenge poor practice and productivity and instil a performance culture within a multi-discipline team.
- Ability to lead and motivate a team to meet competing demands.
- Excellent organisational skills.
- Ability to manage a variable workload and competing demands in a fast-paced working environment.
- Demonstrable commitment to customer care and has a proven track record of delivering excellent front-line service.
- Ability to work as part of a team and willingness to work flexibly to meet the competing demands of the role.
- Ability to produce and analyse information and problem solve in the moment in a fast-paced environment.
- Excellent communication skills with a wide range of people including operatives, customers and managers.

Experience:

- Experience of managing and closely supervising a multi-skilled team of operatives/sub-contractors.
 - Experience of working in a repairs and maintenance service, preferably relating to a domestic property portfolio.
 - Experience of working with a range of IT software systems including Microsoft Office, repairs management systems and MSD365
 - Experience of working within a performance focused environment and having a proven track record of successfully meeting and exceeding performance targets.
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By ticking the box, you agree that you have read, understood and accepted the content of this document.

Signed: _____ **Date:** _____
