

Senior Repairs Manager

Team: Repairs & Maintenance



Report To: Strategic Lead for Repairs and Maintenance

Grade: SH11

up to (£49458)

Overview:

Our organisation is not just about providing good quality affordable homes, it's about transforming lives and our communities.

This role will have operational responsibility for the delivery of Salix Homes key service area of responsive repairs, including overall management of 34 multi trade operatives and 10 back-office support.

The main purpose of this role is to lead the development of sustainable communities to live, grow, thrive, together through the delivery of high-quality customer focused services in respect of the repair and maintenance of the company's property portfolio, within published statutory service targets that we are able to measure against comparable organisations.

This role has the direct responsibility to focus on quality, performance, compliance and service improvements. It is also required to lead staff through significant business change including process and IT transformation that can be measured through delivery of a highly efficient and productive repairs and maintenance service that meets the financial expectations of the organisation's Financial Business Plan and increasing expectations and aspirations of our customer base.

This role will be responsible for the continuous improvement of the operational efficiency of the service and install a culture of best practice, safety, and customer-focused obsession within your team. This market leading performance will be achieved by developing, leading, and motivating a high performing team, delivering a quality product, efficiently and effectively. With the Strategic Repairs Lead support, this role will be responsible for the implementation of a performance framework where each role and each task within the end-to-end repairs process can be measured, reviewed and improved as necessary.

The role holder will have financial management responsibility for the responsive repair budget and be expected to monitor spend and report variations accordingly. This role will take a lead in the procurement of all contracts related to Responsive Repairs, including the use of contractors, fleet and materials & be expected to manage and monitor all contract performance and align improvements delivered by our internal workforce to external contractor.

This role will play an active part in the teams' leadership framework delivering routine repairs within our published target times.

Evening and Saturday working on a rota basis will be required within this role.

Responsibilities:

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- Lead, develop and engage with a direct workforce to drive both individual and business performance in terms of customer centric service, operational efficiency and cost effectiveness.
 - Provide an operational model that is flexible and agile to meet customers' needs and expectations.
 - Take full responsibility for all matters relating to the operational management of the repairs and maintenance routine service, including, but not limited to, the proper management of planning, customer communications, operative performance management for routine repairs
 - Work with the Repairs Liaison Officer and Customer Complaints Team to review feedback regarding the operational areas of the service ensuring that any lessons learned from feedback are implemented in future service delivery.
 - Working with the Complaints Manager, implement the corporate customer complaints process within the routine repairs service, ensuring all complaints, call backs and enquiries, relating to the delivery of the repairs service, are resolved within corporate timescales and in a customer focussed manner.
 - Introduce new and innovative ways of managing the delivery of the repairs and maintenance service including transportation, supply chain and workforce planning to ensure cost effectiveness and high customer satisfaction.
 - Regularly report on the operational goals and adherence to objectives for areas of responsibility and review team and individual performance levels in terms of customer service, health and safety, quality and productivity are conducted and documented.
 - Ensure that the performance managers are adhering to the performance framework for their operatives, including visibility on site, monitoring the correct and timely use of technology to deliver individual and team KPIs.
 - Ensure systematic checks of driving licences, plant, tools testing and van stocks (other as directed) are conducted on time and recorded accurately on Salix Homes systems.
 - Ensure that all health and safety requirements are met including risk assessments, method statement & COSSH are being conducted. Complete regular work in progress checks and record, hot works permits and also that monthly toolbox talks include relevant updates.
 - Manage the suitable and timely communications both within the organisation and beyond with other stakeholders, acting as a conduit between the Repairs Service and its suppliers, to advise of escalations as they arise, including communications with managers in other service areas and/or organisations who may be affected by the matters concerned.
 - Keep updated with market developments and implement new technologies efficiently and effectively to ensure market leading performance in relation to customer service and commercial success.
 - Implement change and / or develop new processes as required to provide customers with better services, reduce costs and contribute to the overall business performance.
 - To ensure all relevant regulatory and legislative requirements are continually met, keep up to date with new regulations and implement any necessary changes to ensure compliance and building and fire safety is achieved.

- Work with key business partners in customer service, neighbourhoods, H&S, IT, assets and investments and finance to ensure a collaborative service to our customers in an efficient manner.
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- Ensure that jobs are completed and closed off the system in a timely manner and that a right first-time approach is adopted across the team, identifying and rectifying and barriers or performance issues.
 - Take ownership of the rotas for the service including the OOH rota management to ensure service cover at all times.
 - Promote the performance and development of the service, particularly in relation to excellence in customer services, safety, productivity and financial performance.
 - Embrace and participate in own personal development initiatives in order to increase skills and knowledge to ensure that objectives and targets are met.
 - 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, tenants and communities, and positively promote and represent Salix Homes at all times.
 - Provide cover for repairs service managers as required and any other reasonable Ad hoc duties commensurate with the role.
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Profile Fit:

This role would suit someone who is passionate about developing customer focused, fast paced operational services in relation to property maintenance. You would be comfortable using your own initiative, able to adapt to changing work demands and complex challenges in both operationally delivery and client side management.

This role would not suit someone who is uncomfortable meeting demanding targets and workloads. It will also be unsuitable to people who do not like and are unable to manage significant and ongoing change or are not prepared to work flexibly with the demands of the role.

Main Stakeholders:

- Customers
- Customer Service Team
- Neighbourhood Teams
- Customer Representatives
- Health & Safety Team
- Human Resources Team
- Finance Team
- Senior Management Team

Person Specification

- Extensive technical knowledge of servicing, maintenance and repair work
- Demonstrates an in-depth knowledge of H&S legislation as it relates to the repairs and maintenance service .
- Full UK driving licence.

Knowledge:

Skills:

- Proven ability to be able to lead a multi-disciplined team in a fast-paced customer focused, high quantity logistical service.
- Able to demonstrate a commitment to customer care and have a proven track record of developing and delivering market leading front line teams.
- Able to demonstrate previous high-performance levels in terms of customer service, operational efficiency, safety and financial performance in a fast-paced logistical environment.
- Proven ability to benchmark and analyse core performance and implement key actions to improve overall performance in key areas.
- Ability to present and influence confidently to both familiar and new audiences
- Ability to manage a heavy workload and competing demands.
- Must be able to demonstrate commitment to teamwork and willingness to work flexibly to meet the competing demands of the role.

Experience:

- Experience in managing and delivering high performing operational teams in a repairs and maintenance service.
- Experience of developing and working with a range of IT software systems including Microsoft Office and bespoke resource scheduling systems.
- Experience of managing and developing excellent safety management performance for both employees, customers and members of the public
- Experience of working within a performance focused environment and have a proven track record of successfully meeting performance targets.

By ticking the box you agree that you have read, understood and accepted the content of this document.

Signed:

Date:
