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| **GWHA: ROLE PROFILE** | |
| **ROLE** Repairs Services Manager | **GRADE** EVH Grade 8 |
| **REPORT TO** Services Director | **DATE COMPLETED** April 2024 |
| **CORE RESPONSIBILITIES**  Commitment to enhanced customer service through the provision of quality advice, information and support to residents and the community. Responsible for delivering best value response repairs services and for the development of comprehensive and accurate records, reporting and administrative systems that demonstrate compliance with legislative and regulatory standards and reflect best practice. Responsible for the management of a small staff team (plus support to frontline services team) and for fostering a proactive team culture that delivers a customer-centred service, demonstrates ownership, accountability and ensures the successful delivery and achievement of operational and performance standards. Engaging in effective, appropriate and professional conduct. Routinely reporting to the Services Director. Accountability through the Chief Executive to the Management Committee. | |
| **KEY TASKS: Repairs Services Manager Role**   1. Driving excellent customer services, managing service satisfaction and mitigating complaints. 2. Leading Response Repairs Services, including: tenant repairs, common repairs, void management, termination of tenancy, decanting, medical adaptations and alterations and improvements. 3. Representing GW at residents and other stakeholder meetings etc. 4. Leading the preparation of procurement business cases in compliance with procurement strategy and authority levels, ensuring timely preparation of work specifications and tenders / evaluations, to meet project planning and governance objectives. 5. Leading the appointment of relevant consultants, development of service agreements / contract, and performance. 6. Scrutinising invoices / valuation requests for accuracy and value for money within delegated authority. 7. Matrix management with Tenancy Services Manager to train, develop and support frontline services staff to deliver frontline repairs service. 8. Leading Repairs Services policy development and review, with contribution to Strategy development and implementation. 9. First point of contact for Out of Hours emergencies. 10. Effective management and support of Repairs Services team, including annual performance reviews, SMART Team Plans, regular Planning & Supervision Sessions. 11. Supporting Repairs Services Team to work in compliance with delegated authority levels, and operational implementation of procurement strategy. 12. Lead co-ordination of Emergency/Contingency Procedures. 13. Monitoring and reviewing contractors and contracts for compliance, probity, best value and service quality. 14. Budgetary forecasting and control. 15. Developing and implementing effective repairs management strategies / initiatives / KPIs/ PIs/ policies / procedures, mitigating risk and demonstrating compliance with governance, legislative and regulatory requirements. 16. Co-ordinating and quality checking regulatory submissions for Repairs Services Team (RST). 17. Leading risk assessment, performance and compliance reporting and preparation of MC / governance reports. 18. Ensuring appropriate systems are in place for performance monitoring and reporting on key service areas. 19. Over-seeing team contributions to newsletters, annual report, web site and other corporate publications. | |
| **SCOPE: Towards 2028: Shaping Thriving Communities**  A member of the Services Division with current role in the Repairs Service Team, focussing on customer service excellence and best value repairs and maintenance. Leading and supporting a small staff team to deliver high standards of performance. Flexibility and scope of role to reflect organizational priorities, change, and progress towards 2028 vision. | |

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| **COMPETENCIES** | |
| Leadership | Strong operational leadership and direction with demonstrable performance in meeting KPIs.  Embraces & promotes a culture of enhanced services, robust governance structures and optimum performance, supported by learning and growth tailored coaching, support, supervision and delegation to achieve goals, policies, processes and performance management frameworks; optimising assets and resources.  Commitment to change and demonstrable successful implementation of such. |
| Team Working | Proactively engages with others to ensure accurate and comprehensive information is shared.  Actively contributes to, and participates in, team discussions and activities.  Promotes and engages in positive team work, respecting the contribution of others.  Displays a willingness to assist, support and mentor other members of the team.  Highlights issues of importance and keeps team appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Qualification in repairs/maintenance/construction field.  Awareness of the housing sector, its wider environment and regulatory framework, and the changing role of RSLs.  Extensive experience in a response repairs role, with awareness of property maintenance with ability to make informed / extrapolated judgements based on the technical information presented  A high degree of professionalism, and competence to reflect core responsibilities and scope of role. |
| Professionalism | Operates within the framework of policies and procedures and leads the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer service | Positive ambassador, actively promoting a culture of quality, responsive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and  internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction.  Collaborates with team(s) to create a culture of learning from complaints, and implementing service improvements. |
| Interpersonal | Self motivated, flexible, reliable, and adaptable, demonstrating self-confidence, resilience, initiative and drive to ensure common goals are achieved.  Willing to undertake outdoor working, as required. |
| Organisational &  analytical | Ability to analyse situations and respond with appropriate, proportionate action.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong  performance.  Ability to analyse and interpret data.  Responsive to changing demands. |
| Communication &  ICT | Displays confidence and professional rapport with internal and external customers.  Effective communication, language and written skills, including letter writing.  Effective contribution and input to reports, newsletters and corporate publications.  Proficient ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values, promoting equality, value, diversity and sustainability to ***Shape Thriving Communities.***:   * I -Inclusive * C – Considerate * A – Accountable * R – Resourceful * E – Ethical |