

# Job Description



<b>Job Title:</b> Repairs Manager	<b>Service Area:</b> Repairs and Maintenance Service	
<b>Directorate:</b> Inclusive Economy and Housing	<b>Post Number:</b> Multiple	<b>Evaluation Number:</b> 1991
<b>Grade:</b> PO3	<b>Date last updated:</b> May 2013	

## **EQUALITY AND DIVERSITY**

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

## **PROTECTING OUR STAFF AND SERVICES**

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

To manage, direct and plan the assigned repairs and maintenance workforce on a daily basis, with particular regard to the level of service, quality, satisfaction, cost control and meeting specified completion dates.

Providing an effective repairs and maintenance service for the Department, and an effective and customer focused service to residents and members of the public, in accordance with Health & Safety regulations and specialised legislation.

### **Context:**

- Reports to either the Senior Repairs Manager or the Senior Repairs and Regeneration Manager, dependant on area.
- Responsibility for any assigned repairs coordinator(s) and operatives. (Usually 1 or 2 coordinators and around 15 operatives).
- The post-holder has an authorised expenditure limit of £5,000 per transaction. (£20,000 for the Repairs Manager (Electrical)).
- Assists the RMS tendering team in specific specialised areas of tenders.

## **Key Tasks and Accountabilities:**

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Responsible for the day to day management of assigned operational elements of the RMS service, both within and external to the Council.
2. Reporting to either the Senior Repairs Manager or the Senior Repairs and Regeneration Manager, (dependant on area), to manage, direct and plan the assigned repairs and maintenance workforce on a daily basis, with particular regard to the level of service, quality, satisfaction, cost control and meeting specified completion dates.
3. To produce quotations for works and assist the RMS tender team to generate further income for RMS.
4. Working with RMS senior management on the business development of the service to find additional business opportunities both internal and external to the Council, ensuring these add to the profitability of the trading account.
5. To be responsible for ensuring high quality customer focused service delivery to residents, clients and members of the public with high satisfaction rates, in accordance with Health & Safety regulations and specialised legislation.
6. To ensure a continual effective, efficient, value for money service provision under constantly changing and evolving circumstances to all RMS clients. Achieved by the efficient utilisation of human resources, plant, equipment, materials, transport and the use of communications and information technology systems.
7. To assist with the appointing of subcontractors and ensuring adequate monitoring of their performance and that suitable controls are in place to remedy unsatisfactory delivery including completing on site post inspections.
8. Manage their assigned operational staff and operatives, in terms of people management, wage and salary issues and Terms & Conditions. Fostering excellent industrial relations through positive engagement with operative and staff unions.
9. To ensure the effective management of their team members, including dealing with, recruitment, grievances, sickness, appraisals, disciplinary action, one to one's and monitoring/managing performance.
10. The management, monitoring and understanding of the RMS bonus/payment scheme, making sure timesheets and job data is submitted to agreed timescales. Knowing the relationship between operative pay, material costs, transport charges and invoice rates on a job by job basis.
11. To manage and monitor operational processes in such a way as to achieve the required key performance targets for RMS. This will involve the pre- and post-inspecting of jobs and the management of any follow-on performance issues.
12. Ensuring that all Health & Safety legislation and best practice is implemented and adhered to within their operational section. Maintaining quality assurance systems to comply with ISO and/or other registration.

13. Keep up to date qualifications to manage legislated services, for example but not exclusive to; Legionella testing, asbestos working, electrical working, and general health and safety compliance. Thereby providing technical advice to operatives, staff and clients.
14. Remain knowledgeable, up to date and comfortable with RMS information technology systems. Able to raise jobs, process through job stages to completion, and invoicing. Being able to run reports and monitor operatives and work.
15. To monitor and manage the daily use of the fleet by their assigned operatives.
16. The post holder may be required to work evenings, weekends and occasional public holidays, in order to carry out consultation and representational tasks with residents and other stakeholders.
17. To have a flexible approach to the provision of cover when staff are absent by acting up or down as the case may be.
18. Undertaking any other duties commensurate with the post.

# Personal Specification



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## **IMPORTANT INFORMATION FOR APPLICANTS**

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

<b>CRITERIA</b>	<b>METHOD OF ASSESSMENT</b>
<b>KNOWLEDGE</b>	
1. An in depth understanding of the provision of a customer orientated repairs and maintenance service.	Application form/Interview/ test
2. Understanding of financial management and income generation requirements.	Application Form/Interview
3. Thorough knowledge of Health & Safety at work legislation.	Application Form/Interview
4. Knowledge of, and ability to use management techniques, concepts and practices.	Application Form/Interview
5. Understanding of and the ability to use information technology as applicable to the business.	Application Form/Interview
6. An extensive understanding of issues relating to social housing	Application Form/Interview/test
7. Ability to manage information, statistics and finance data, undertake effective analysis.	Application Form/Interview

8. Sound knowledge of bonus schemes and performance indicators.	Application Form/Interview/test
<b>EXPERIENCE</b> <ol style="list-style-type: none"> <li>1. A sound building construction/repairs background is essential, particularly within a social housing environment.</li> <li>2. Significant management experience of a large number of staff/operatives. Also demonstrating an ability to lead, manage, develop and motivate staff and operatives within a changing environment.</li> <li>3. Cultural and organisational change.</li> <li>4. Ability to develop organisational structures to provide high quality customer focused services.</li> <li>5. Management of resources, including budgets.</li> <li>6. Involvement with service users in service monitoring and development.</li> <li>7. Monitoring and operating Incentive schemes.</li> <li>8. Quality and performance management.</li> <li>9. Experience of tender and preparing quotations and associated processes.</li> </ol>	Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview Application Form/Interview  Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview

<b>SKILLS AND ABILITIES</b> <ol style="list-style-type: none"> <li>1. The ability to manage and motivate staff within RMS to ensure the profitability of the business and the achievement of the performance and customer satisfaction targets.</li> <li>2. The ability to develop, manage and maintain effective relationships with all stakeholders.</li> <li>3. Able to prepare and submit quotations and tenders to deadlines.</li> <li>4. An ability to make timely decisions in variable conditions and circumstances.</li> <li>5. Ability to produce and monitor performance against an agreed plan and targets.</li> <li>6. Ability to utilise resources efficiently.</li> <li>7. Ability to implement quality management systems.</li> <li>8. Excellent communication skills. Literacy and numeracy skills sufficient to carry out the duties of the post.</li> <li>9. To improve standards through the performance of others.</li> <li>10. Able to manage, understand and monitor incentive schemes.</li> </ol>	Application Form/Interview  Application Form/Interview  Application Form/Interview  Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
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11. A flexible approach to working hours and ability to attend evening and weekend meetings.	Application Form/Interview
<b>QUALIFICATIONS</b> Site Management Safety Training Scheme (SMSTS) or similar would be desirable	Applications Form / Interview
<b>PERSONAL STYLE AND BEHAVIOUR</b> Able to foster and encourage peoples' commitment to Corporate culture and policy.  Commitment to high quality service provision.	Interview   Interview