

## ROLE DESCRIPTION

<b>Role title</b>	Housing Maintenance Manager		
<b>Directorate</b>	Communities		
<b>Reporting to</b>	Head of Property		
<b>Grade</b>	8		
<b>Evaluation ref</b>	LGR0133	<b>Job Family Ref</b>	
<b>Role purpose</b>			
<p>Lead for Housing Property Teams, overseeing the responsive repairs and void section within the housing team, ensuring all projects and works are delivered to cost, quality, and time constraints.</p> <p>Works to housing stock are critical to minimise the risk to residents and the public, as well as to meet legislative and regulatory requirements and maintain the future value of the Council's housing asset portfolio.</p>			
<b>Key results area</b>	<b>Accountability</b>		
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.</li> <li>• Update and advise Elected Members in respect of operational and policy issues in relation to the Service.</li> <li>• Lead with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.</li> <li>• Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.</li> <li>• Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.</li> <li>• Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.</li> <li>• Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.</li> <li>• Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Service.</li> </ul>		



## ROLE DESCRIPTION

	<ul style="list-style-type: none"><li>• Ensure that the Service places a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.</li><li>• Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Service.</li><li>• Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.</li><li>• Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.</li><li>• Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.</li><li>• Accountable for compliance with all relevant health and safety legislation and Somerset Council H&amp;S policies.</li></ul>
<p>Operational Service Delivery</p>	<p>Lead a team who provide a service of large, medium, and small repairs and projects within the social housing sector.</p> <p>Ensure all works are undertaken in full compliance with specifications, plans, schedules of work, relevant legislation (including Planning and Building Control requirements), health and safety, and best practice.</p> <p>Deputise for the Head of Housing Property on Responsive Repairs and Void issues.</p> <p>Ensure appropriate systems and resources are in place to undertake Building Pathology Surveys (including damp and mould issues), diagnose issues and specify suitable remedial works.</p> <p>Ensure repairs are diagnosed accurately at the first point of contact wherever possible, within agreed target timescales and with the minimum need for repeat visits.</p> <p>Lead the delivery of procurement activities for all Responsive Repairs and Voids Programmes to ensure they are undertaken in line with corporate policy, appropriate contracts are entered into, and all governance requirements met.</p>



## ROLE DESCRIPTION

	<p>Attend meetings with the Council and other organisations, including public groups as required.</p>
Strategic Delivery / implementation /Coordination	<p>Contribute to strategic and operational risk management activities.</p> <p>Produce policy and procedure documents for responsive repairs and void repairs.</p> <p>Carry out business planning and contribute to strategic management, including the setting and identification of priorities, targets and outcomes, working methods and procedures, time scales and professional standards.</p> <p>Ensure void repairs are undertaken proactively and effectively managed to minimise void loss on rental income.</p> <p>Integrate new services, functions, and staff into the team in line with corporate strategies and any future service change.</p>
Performance Framework	<p>Set standards and performance targets to all areas of responsive and void repairs and monitor and report on progress.</p> <p>Ensure that subject service requests and complaints in relation to their service area are promptly investigated and the finding(s) acted on in a timely and proportionate manner.</p> <p>Report the performance and delivery of services in line with the democratic calendar and produce an annual report on performance which identifies success and areas for improvement.</p> <p>Identify and implement improvements to processes and systems to ensure the effective and efficient provision of the service to meet customer need.</p> <p>Develop and use information technology and digital transformation to deliver an effective, efficient, responsive, and e-enabled service.</p> <p>To implement appropriate quality systems, including post inspections of work undertaken, to ensure standards are met.</p>
Project/Contract Management	<p>Lead on ensuring procurement activities for all property related repairs activities are undertaken and all required contracts are in place in accordance with the Council's governance standards.</p>
Financial / Budget responsibility	<p>Be responsible for the effective management of budgets for the service, including setting, monitoring, and delivery of required works.</p>



## ROLE DESCRIPTION

Stakeholder Engagement	<p>Actively engage with residents and seek to continually improve resident satisfaction with service delivery.</p> <p>Act as the subject expert and lead on relevant repairs related resident engagement groups, including the Tenants' Strategic Group, Tenants' Action Group, Voids group, damp and Mould group, etc.</p>
Team Management	<p>Undertake complete operational responsibility for management and delivery of the responsive repairs service and void repairs service within the Housing Directorate.</p> <p>Carry out and support effective people management including performance management and absence management, coaching, development and mentoring through formal and informal mechanisms.</p> <p>Provide property related guidance and awareness training to service delivery teams.</p>
Regulation / Statutory compliance	<p>Ensure all responsibilities are carried out in accordance with current Legislation, Government Policy, Regulatory Requirements, approved Codes of Practice, and guidance, and align with the Council's Corporate Plan, Business Plans and Service Plans.</p> <p>Ensure accurate records are kept for all responsive repairs and void repairs, and appropriate reporting systems are in place.</p> <p>Lead on internal and external audits for their service area and ensure approved recommendations are implemented effectively within agreed timescales.</p>

### **Qualification/Knowledge/Experience/Skills**

#### **Qualifications**

##### **Essential**

Good general standard of education (minimum to A' level standard or equivalent) and relevant professional qualification or experience.

Evidence of continuing development of professional and managerial skills, e.g. through training, qualification and/or experience.

##### **Desirable**

Membership of a relevant professional body.

Qualified to degree level or equivalent in a construction or related field.

#### **Knowledge/Experience**

##### **Essential**

Competent in the use of Microsoft Office.

Principles of good customer service.



## ROLE DESCRIPTION

Values and promotes equality and diversity.

Understand the principles of data protection.

Demonstrates a range of management skills – able to deploy resources and staff, manage change and respond flexibly.

Experience and a high level of knowledge of issues surrounding local government and understanding of other related service areas and issues.

Clear understanding and experience of the responsibilities within which a local authority must operate to deliver the role including statutory requirements.

Detailed understanding/knowledge of medium-term financial planning and the integration between service and financial planning.

A demonstrative track record of leading, motivating and managing teams to achieve significant, sustainable service improvements and outstanding results, through internal and external partnership.

Facilitates organisational, individual and personal learning and development.

Organised, conscientious, energy, drive, confident and assertive.

Significant experience in managing property related repairs and maintenance within a social housing environment.

Detailed and up-to-date knowledge of all property related statutory responsibilities, Government Policy, Regulatory Requirements, approved Codes of Practice and guidance.

Experience of delivering an effective voids repair service.

Sound working knowledge of the Building Regulations.

### **Desirable**

Understanding, experience, and knowledge of project management practice in relation to a variety of service areas.

Relevant local government experience and understanding of the whole local government sector and its current challenges.

Experience with working with elected members, or in a political environment.

Knowledge & understanding of Health and Safety legislation and requirements.

Demonstrable knowledge and understanding of equality and Health and Safety issues and legislation. In particular, how they impact upon service provision, and how these policies can be integrated into business plans, strategies, service delivery and employment practises.

### **Skills**

Flexibility and ability to multi-task.

High level of accuracy and attention to detail.

Ability to work under pressure.

Problem solving & decision making.

Team player.

Persuasive & encouraging – adopting a coaching style to enable customers.

Ability to lead, motivate, enthuse, inform, and develop people, both reporting directly to the post holder, and those in other services.

Ability to manage using objectives, targets, performance management, problem solving and project/programme management.



## ROLE DESCRIPTION

Ability to allocate tasks using objectives targets, performance management problem solving and project management.

Able to demonstrate a strategic thinking capacity and be pro-active in developing and implementing continuous improvement across the service.

Numerate and analytical with the ability to interpret, analyse and extract relevant information from complex reports and translate these so they can be understood by a wide range of people.

Able to prepare and present reports on general and specific related matters to non-experts in a clear and comprehensible manner.

Excellent interpersonal and communication skills demonstrating the ability to consult, influence and negotiate with a wide range of people (e.g. public and partners) both inside and outside of the Council.

Able to make decisions on matters relating to the (whole service or number of services) and provide Councils, Members and external partners with clear advice and recommendations.

Ability to think strategically and see the 'big' picture.

Collaborative working- internal and external to the Council.

Ability to interpret key data and identify trends.

Considerable experience in leading a team of professional staff in a large / complex organisation.

Detailed experience of budget management, including setting and delivery of works within budget constraints.

Experience in identifying service delivery improvements and leading on their successful implementation.

Experience of producing Policy and Procedure documents for property maintenance areas, and their successful implementation.

### **Dimensions of role**

The Housing Maintenance Team undertakes responsive and void repairs for the Council's housing stock which consists of approximately 5,600 dwellings (e.g. houses, bungalows, and blocks of flats) – both general needs and supported housing, c.1400 garages, and other types of assets including shops, meeting halls, land, and sewerage treatment facilities.

Approximately 5000 emergency repairs and over 10,000 non-emergency repairs are undertaken each year, as well as around 300 void property repairs (costing from c.£5k to c. £20k/property) to bring the property up to our Lettable Standard.

The overall annual budget for service delivery is approximately £7m.

The role will directly line manage 3 senior managers and 1 team leader. There is numerous business support, trade supervisors, schedulers and trade roles that report to these positions.

The service for our customers is delivered primarily by our in-house teams (approximately 100 staff), as well as using external contractors when required.

## ROLE DESCRIPTION

The effective delivery of the maintenance service is key to meeting the landlord housing function's requirement to meet legislative, regulatory and tenancy obligations, as well as being a key driver for resident satisfaction.

### Notes

Competencies / attributes	Somerset Council has developed an attributes framework which will be a key component of the role this can be found on the council's website
Working conditions:	<p>Respond to emergencies, on occasion during unsocial hours, and participate in a management rota to provide response cover.</p> <p>Attend meetings with the Council and other organisations, including public groups as required, sometimes outside normal office hours.</p> <p>Site visits are essential to the role and can be at unsociable times to aid those tenants who may be vulnerable or needing assistance.</p>
Working arrangements:	N/A