

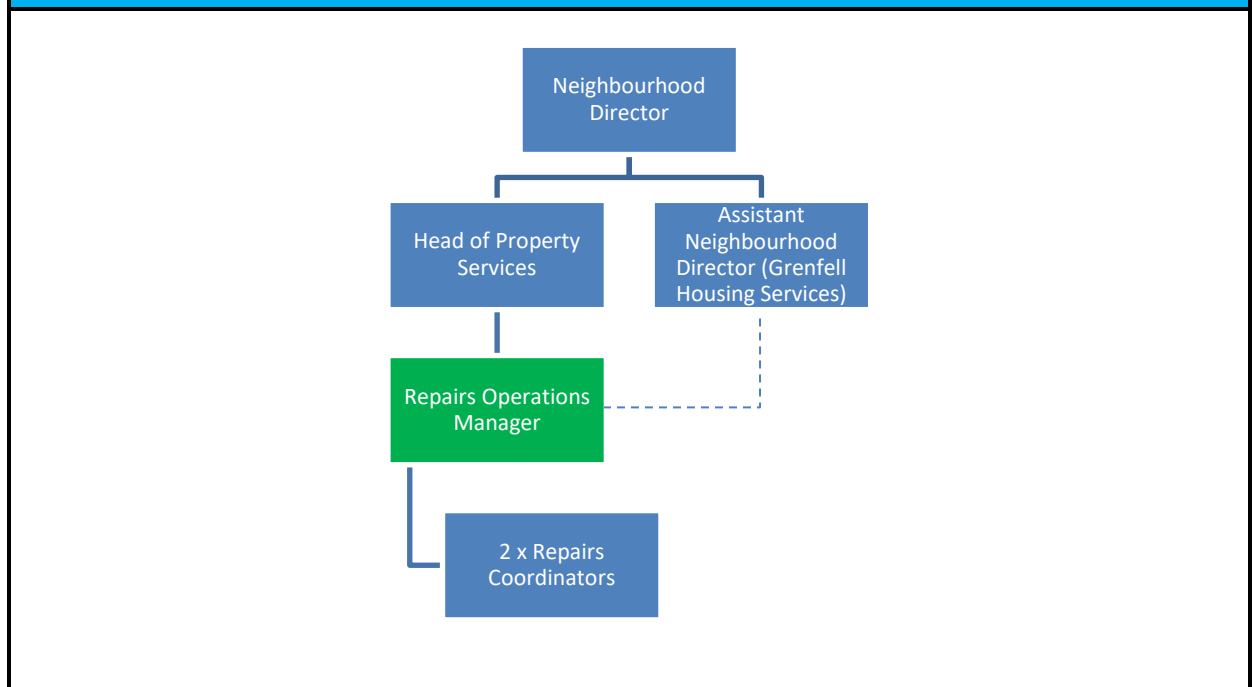
**JOB DESCRIPTION**

<b>Job Title</b>	Repairs Operations Manager
<b>Position Number(s)</b>	
<b>Department</b>	Housing Management
<b>Section or Service</b>	Lancaster West Neighbourhood Team (LWNT) and Grenfell Housing Services
<b>Grade</b>	HMgn171 £36,600 to £49,600

**DESIGNATION:**

<b>Responsible to:</b>	Head of Property Services
<b>Employees directly supervised (if applicable):</b>	2x Repairs Coordinators

**Family Tree:**



## **1. JOB PURPOSE:**

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This role will lead a seamless, proactive, and resident-focused repairs service for the homes managed by Grenfell Housing Services, and the Lancaster West Neighbourhood Team.

We are aiming for Lancaster West to become a model social housing estate for the 21<sup>st</sup> century, and that Grenfell Housing Services deliver the best housing management services in the country. This role will be pivotal to meeting these shared ambitions in regard to our repairs, voids and internal refurbishment service.

The post holder will lead on delivering the day-to-day activities of raising and diagnosing repairs, diary planning for repairs operatives, ordering of and payment for materials, using software and systems to report on repairs and voids works and managing any issues or complaints for residents within the repairs service.

They will be responsible for managing our green fleet, our stores and stock on Lancaster West, and ensuring residents are kept updated and informed throughout their repairs journey.

The postholder will ensure team members are supported and are carrying out effective administration of the repairs and voids service, and that larger projects are well managed and the customer is updated through-out. A clear commercial understanding to ensure the service is efficient and can demonstrate value for money is also a pre-requisite.

The role also requires driving improved performance and continuous service improvement, with a weekly stand up meeting to engage staff, identify opportunities for improvement, and satisfaction data being used to deliver the best possible services.

## **2. DESCRIPTION OF DUTIES:**

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1. To liaise with residents, colleagues, managers, external contractors and suppliers for LWNT to ensure the delivery of repairs is effectively delivered to the required targets.
2. Manage daily processes such as raising repairs, diary planning, daily run sheets, task dispatch, appointments management, complaints handling and materials ordering and payments.
3. Manage and support staff in the ordering and payment of materials for the delivery of the service.
4. Monitor and report on productivity of the inhouse repairs and voids teams through relevant systems.
5. Lead in the response to residents' queries, complaints and compliments - remaining courteous, professional and cooperative at all times.
6. Manage maintenance of and daily checks for fleet.
7. Support in the set up and roll out of new Information Systems to support the delivery of the repairs and voids services for LWNT.
8. To train all colleagues in the use of CRM, Capita, DRS, Open Contractor and Service Connect and other relevant software.
9. Take responsibility for the health and safety activities applicable to the post as set out in Royal Borough of Kensington and Chelsea policy statements and ensure that relevant Task Specific Risk Assessments are available for tasks such as Work at Height, Electrical, COSHH and Manual Handling.
10. Coordination and liaison with of the Out Of Hours (OOH) emergency repairs services.

11. To advise and support all roles associated with the use of CRM, Capita, DRS, Open Contractor and Service Connect such as, Repairs Coordinators, Planners, Supervisors, Neighbourhood Advisers and Resident Engagement Leads.
12. Work closely with the Repairs and Voids Manager to deliver an excellent service to the residents of the Lancaster West Estate.
13. To develop systems and refine work processes within the limitations of the software and identify best practice and facilitate implementation.
14. Set up a branch register for the handheld devices for operatives and maintain coordination through liaising with the relevant manager.
15. To develop reports and procedures in order to facilitate service delivery LWNT management team.
16. Participate in business development activity for LWNT.
17. Validate data to be used within CRM and associated software.
18. To represent Royal Borough of Kensington and Chelsea as required to a wide range of external organisations and audiences.
19. To initiate and participate in continuous personal development planning activities.
20. Provide effective leadership, support and motivation to staff.
21. Ensure all staff are recruited, trained, managed appraised and developed in accordance with internal and statutory procedures in an effective and sensitive manner.
22. Promote and represent Royal Borough of Kensington and Chelsea at all levels throughout the organisation and to external bodies.
23. To assist with the investigation and responses to complaints, councillor enquiries and insurance claims
24. Undertake any other duties consistent with the objectives of the post.

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**I agree to the above job description**

**Post Holder**.....  
**Date**.....

**Head of Service**.....  
**Date**.....

**3. DIMENSIONS:**

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**(WHERE APPROPRIATE)**

**Quote figures which give a picture of the job as follows:**

- (a) Annual budgetary amounts with which the job is either directly or indirectly concerned**
- (b) Any other statistics relating to the work**

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**I agree to the above job description**

Post Holder.....

Date.....

Director / Chief Officer.....

Date.....

**SELECTION CRITERIA/PERSON SPECIFICATION**

<b>Job Title:</b>	Repairs Operations Manager
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**Conditions to Note:**

**Candidates:**

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

**Recruiting Managers:**

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.


**Values & Behaviours**

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

<b>A</b>	<p><b>Equal Opportunities</b> Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.</p>
<b>B</b>	<p><b>Qualifications</b></p> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Customer service qualifications or equivalent technical qualifications relevant to the role</li> </ul>
<b>C</b>	<p><b>Skills; Experience and Attitude</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Experience of delivering a front-line repairs, voids or relevant property services</li> <li>• Experience of staff management in a call handling and frontline service environment</li> <li>• Experience of contract and commercial management, and budget monitoring</li> </ul>

	<ul style="list-style-type: none"> <li>• Experience of working with customers on a frontline service dealing effectively with complaints and queries</li> <li>• Sound IT skills, able to use spreadsheets, databases and understand data</li> <li>• Able to manage and prioritise workload balancing organisational and service led demands, working under pressure and quickly.</li> <li>• Able to manage demands and competing priorities effectively</li> <li>• Productive with a drive for customer excellence, whilst showing empathy, patience and understanding of customers' needs and requirements</li> <li>• The ability to take responsibility for your own productivity whilst leading and managing a high performing team</li> <li>• An understanding of systems , processes and administration required for delivering a responsive repairs and voids service for social housing</li> <li>• Experience of working in partnership with contractors, suppliers and frontline services</li> <li>• Ability to train staff on software and systems used to deliver repairs and maintenance services in a housing environment</li> <li>• An understanding the legislative requirement in relation to health and safety, and able to promote a safety-first culture throughout the wider team</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• A broad understanding of the construction industry, including specific trades, materials, processes, and health and safety best practice</li> <li>• Knowledge of specific software and systems used to deliver repairs and maintenance services in a housing environment</li> </ul>
	<p><b>Other</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Flexibility to work outside normal office hours</li> <li>• An interest in own personal development and undertake training as required</li> <li>• Have a methodical approach to work</li> <li>• Courteous and cooperative manner towards residents and colleagues</li> </ul>

Our Values & Behaviours	
<b>D</b>	<div style="border: 1px solid black; background-color: #00AEEF; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"><b>PUTTING COMMUNITIES FIRST</b></div> <ul style="list-style-type: none"> <li>• <b>We put local people at the heart of decision making in everything we do.</b></li> <li>• <b>We seek to include and involve: all voices matter.</b></li> <li>• <b>We provide quality services that are responsive, effective and efficient.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>
<b>E</b>	<div style="border: 1px solid black; background-color: #00AEEF; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>• <b>We listen to everyone and value the personal experiences of people in our communities and of each other.</b></li> <li>• <b>We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul>
<b>F</b>	<div style="border: 1px solid black; background-color: #00AEEF; color: white; padding: 5px; text-align: center; margin-bottom: 10px;"><b>INTEGRITY</b></div>

	<ul style="list-style-type: none"> <li>• <b>We act with openness, honesty, compassion, responsibility and humility.</b></li> <li>• <b>We let people know what we are doing and communicate why and how decisions have been made.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued.</li> </ul>
<p><b>G</b></p>	<div style="text-align: center; margin-bottom: 10px;">  </div> <ul style="list-style-type: none"> <li>• <b>We work together and in partnership with everyone that has an impact on the lives of our residents.</b></li> <li>• <b>We want to understand, learn from each other and continually adapt.</b></li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments.</li> <li>• I find it easy to access the services that I need.</li> <li>• I feel the Council is open to new ideas.</li> </ul>