

## **Job Profile: Repairs Operations Manager**

**Job Title: Repairs Operations Manager**  
**Job Grade: Level 5, Zone 1**  
**Salary Range: £49,930 - £57,543**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because, we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all. Working within the Council's Repairs & Operations service, this role manages a responsive repairs team to deliver consistently high quality and timely repairs and maintenance to high satisfaction levels and within strict budget constraints for the Council's diverse housing stock of 24,000 tenanted homes and 9,000 leasehold properties.

### **About the role**

The responsive repairs team is divided into sub-teams providing emergency, reactive, routine and planned repairs and maintenance. The Repairs Operations Manager provides the operational management for these teams to ensure continual performance management and support for this directly employed team and its appointed supply-chain partners. The role is responsible for the performance management and health and safety of staff and contractors and ensuring strict adherence to associated policies and procedures, and offers support to the Head of Responsive Repairs in meeting objectives.

This role directly supports Camden's ambition to have decent, safe, warm and family-friendly homes to support our communities. Also, that by 2030 Camden's estates and their neighbourhoods are healthy, sustainable and unlock creativity. The quality and state of repair of our housing stock is so crucial in providing an environment for our residents to flourish, ensuring that nobody gets left behind.

### **About you**

You will have experience in managing directly employed responsive repairs teams within social housing. With experience of managing performance, quality, and some budget management experience. You will hold a recognised health & safety qualification and will have experience of managing teams against objectives and key performance indicators. Specific responsibilities will include:

- Managing team objectives and key performance indicators to ensure a high-quality responsive repairs service.
- Ensuring strict adherence within the team to health & safety law, policies and procedures
- Ensuring that cost management principles are employed to help ensure the team meets its budgetary demands

- Managing performance and quality of supply-chain partners
- Ensuring regular 1:1s and staff appraisals are undertaken by Repairs Managers

**Work Environment:**

Camden offers flexible working arrangements, and this role will be partly office-based with hybrid working technology available at our main office locations. Site visits across the borough are commonplace.

**People Management Responsibilities:**

This role directly manages 4-6 people within the responsive repairs team, with overall responsibility for between 50 and 60 staff within these teams at any one time. Agency staff and contracted supply-chain partners are also managed by the service as required.

**Relationships:** This role will work with operational managers, front line operational staff, heads of service, and directors as required across the whole of the Council, but primarily within the Supporting Communities Directorate. Including regular contact with elected members and residents.

**Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click [here](#).

**Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click Diversity and Inclusion for more information on our commitment.

**Agile working**

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.

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### **Diversity & Inclusion**

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click [Diversity and Inclusion](#) for more information on our commitment.

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