

Job Profile – Defects Repairs Manager

Job Title: Repairs Manager

Job Grade: Level 4, Zone 2

Salary Range: £47,394 - £54,222

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.

About the role

Reporting directly to the Defects Repairs Operations Manager, the post holder will be a senior supervisor with good surveying capabilities who can prove that they have excellent technical knowledge and inter-personal skills including the ability to work both independently and collaboratively, whilst ensuring the responsive repairs are delivered to a high standard of quality. Performance is continually managed, compliance and quality assurance are monitored and controlled. Ensure H&S procedures and policies are followed by the trade staff whilst delivering the repair service.

- To undertake inspections on building repairs/defects related to the building fabric, mechanical, plumbing and electrical repairs to the homes of tenants and residents including collection of information, measurements and tests. Specify, manage and control works and ensure solutions are provided in the form of clear and precise reports.
- Survey potential complaint work to find resolution. Provide accurate reports for case management, reporting on repairs and ensure solutions are provided.
- Identify if a building repair meets the criteria of a latent defect and collate evidence to present to the original contractor.
- Conduct pre, during and post inspections of properties ensuring quality from trade staff, issuing remedial snag lists where required and manage delivery within agreed timescales and standards.
- Carry out inspections/surveys of repair instances that have been escalated from the trade staff or planners, producing scope of works to resolve the repair or refer to complex or major works where necessary.
- Build and maintain relationships with internal and external stakeholders
- Deliver a customer focused latent defects service
- Provide support and guidance to housing management teams when technically challenging situations occur
- Daily monitor and update all IT work flow systems
- Discharge the Division's responsibilities under the Camden Safety Risk Management Model and manage all aspects of health and safety and compliance at all times.
- Authorise payments and expenditure in accordance with delegated authority

About you

- NVQ Level 2 or equivalent in a building trade.
- Excellent technical knowledge and inter-personal skills including the ability to work both independently and collaboratively
- Extensive experience supervising reactive repairs/void service for social housing.
- Experience of new build construction
- Experience reviewing and assessing technical drawings, documents and information specific to the construction industry
- Experience of working in a high-volume maintenance/void environment.
- Experience of providing clear and precise technical reports for use outside of the department.
- Up to date understanding of health and safety responsibilities of a maintenance service, preferable IOSH Managing Safely or SMSTS.
- An understanding of employment law, policies, and systems such as H&S, QA systems.
- Good planning and organisational skills.
- Good IT skills and the use of Excel and MS Office are essential.
- Have full UK Driving License

Work Environment:

- Repairs delivery is a high volume, fast moving environment and can involve high pressure on a regular basis. Flexibility, adaptability and the need to make decisions quickly is vital as priorities frequently change and information is updated in real time. You will be expected to visit properties on a frequent basis either pre, during or post completion.
- Our service to our residents operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday .

Relationships:

- Champions quality and customer satisfaction.
- To establish, maintain and develop effective working relationships with the trade staff, stakeholders, external agencies, specialist suppliers and all other relevant groups/companies.
- Balance tasks, along with team and individual responsibilities in a way that increases the efficiency, professionalism and value to the Council in all aspects of service delivery.
- Actively contribute to the development of relationships with key stakeholders and ensure close partnership working to obtain the best value for money and most efficient ways of working in support of the Council's housing objectives. .
- Work in partnership with other repairs management teams to deliver an efficient repairs service borough wide.

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). 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 or post to 5 Pancras Square, London, N1C 4AG.

