**Job Profile Information:** *Repairs Team Manager (Holborn)*

**This supplementary information for *[Repairs Team Manager (Holborn)*] is for guidance and must be used in conjunction with the Job Capsule for**

**Level 5, Zone 1, Camden Way Category 4**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Responsible for the management of a district based team and an external repairs contractor delivering high volume responsive repair works end to end from inception to completion across a designated geographical area. Co-ordinate and manage the repairs process from start to finish for the customer to a high standard of quality and satisfaction. Provide technical expertise, problem solving and advice on complex repairs and ensure solutions are provided right first time. Lead responsibility for the co-ordination and development of service improvement initiatives across the Repairs Service using right first time principles.

**Example outcomes or objectives that this role will deliver:**

**Service Delivery**

 Manage a multi-disciplinary team delivering customer focused repair works in line with business objectives, ensuring the effective performanve management of an external repairs contractor within agreed budgets and service standards.

 Robustly manage performance, productivity and value for money in a right first time environment.

 Ensure systems, processes and record keeping are fit for purpose and deliver and support right first time principles.

 Discharge the Division’s responsibilities under the Camden Safety Risk Management Model.

 Act as contract administrator for the responsive repairs element of the contract.

**Service Development**

 Manage repair works and utilise measures to respond to changing business, economic, legal and demographic needs.

 Lead responsibility to drive continuous improvement across the service. Regularly review measures and action changes to processes, practices, and systems to add value, remove waste and create and maintain a right first time environment.

 Support the Head of Service in embedding service standards and approaches to delivery that will achieve the Council’s sustainability aims and targets.

**Strategy Development**

 Contribute to the development of the Asset Management strategy by using repairs feedback and information to support overall business objectives.

**Providing Leadership**

 As a Team Manager, model Camden’s values and the Right First Time Principles by embedding and making clear the teams contribution to corporate aims and balancing task, team and individual responsibilities in a way that increases the efficiency, professionalism and value to the Council in all aspects of service delivery.

**People Management Responsibilities:**

**Managing Resources**

 Manage and maximise available resources within a repairs environment, review business priorities to ensure that allocated resources are used flexibly and to their full potential.

**Responsible for:**

A range of office and site based staff delivering repairs and the management of an external repairs contractor.

**Relationships;**

**Managing Relationships**

 Manage, maintain and develop relationships and ensure close partnership working with key stakeholders to contribute to shared understanding and engagement to further the Council’s property management objectives.

**COMMUNICATIONS AND WORKING RELATIONSHIPS**

1. Contribute to the leadership of the Property Management Division, helping to deliver overall aims and plans. Demonstrate and champion the Camden Ways of Working, ensuring that staff behaviours and attitudes are aligned to them.

2. Motivate and develop team members, ensuring their commitment and potential is realised.

3. Ensure that customer feedback is used to improve performance and integrate delivery with service users’ expectations, and that business intelligence underpins the business strategy.

4. Build a strong ‘customer focus’ within the team and the external contractor including how it involves, engages with, listens and responds to its residents and clients and that overall customer satisfaction with Housing Repairs and Property Management services are high.

**Work Environment:**

The role will be based at Camden Repairs Depot, 79 Holmes Road, Kentish Town, London.

**Technical Knowledge and Experience:**

**KEY DECISIONS**

1. Co-ordination of all elements of repair works and their efficient delivery for a designated geographical area through managing a team and external contractor in accordance with allocated resources and within timescales.

2. Implement systems and processes to ensure that repair works comply with all relevant legislative and regulatory requirements, standards and industry best practice.

3. Develop and implement proactive risk based inspection processes and ensure prompt diagnosis and management of effective repairs and liaison with utility companies and other external agencies and stakeholders.

4. Monitor the quality and performance of repairs to customers and take proactive remedial action where necessary.

5. Utilise measures to optimise delivery of repairs to customers, raise standards and monitor performance.

6. Hands on responsibility for making sure the geographical team and external contractor operates the Right First Time end-to-end processes effectively including call handling, scheduling and trade supervision.

**KEY CHALLENGES**

1. Actively work with the Head of Repairs and the other Repairs Team Managers to deliver a consistent service and coordinate resources.

2. Ensure a strong customer focus to achieve high levels of service delivery and overall satisfaction, understanding customers’ aspirations and using customer feedback to raise performance standards.

3. Manage resident engagement and involvement initiatives for repair works in accordance with best practice to achieve consistency and deliver increasing resident satisfaction, achieve corporate performance targets and contribute to the achievement of corporate strategic objectives.

4. Manage and monitor performance of an external contractor in a high volume repairs and right first time environment in order to demonstrate and achieve efficiency and value for money.

5. Leading and developing continuous improvement across the Repairs Service, applying lessons learned to service delivery and constantly striving to add value and eliminate waste.

6. Work with other Property Management teams including planned works, asset management, major repairs and void teams to achieve the best overall service delivery and co-ordination of works.

**QUALIFICATIONS**

Relevant professional qualification or qualified by experience to an equivalent level

Evidence of continuing professional development

**KNOWLEDGE**

 Knowledge and understanding of building design, specification and maintenance including sustainability,

 Knowledge of financial management and the control of costs

 Up to date understanding of health and safety responsibilities in relation to building and construction activities.

 Knowledge of construction and maintenance contract and property law

 Understanding of the needs of user groups in the repairs and maintenance process

 Understanding of appropriate legislation including the Housing Acts

**SKILLS**

 Excellent people management and leadership skills

 Highly developed verbal and written communication skills

 Ability to manage own time and prioritise others to deliver defined objectives within agreed timescales

 Evidence of commercial acumen and robust contract management

 Ability to build relationships and influence change and improvement

 Good budget and financial management experience

**EXPERIENCE**

 Experience of working in a high volume maintenance environment

 Experience of performance management

 Experience of managing and motivating a team, maximising individual and team potential

 Experience of liaison with residents and communities in relation to construction and works activities

 Track record of improving customer care and performance

 Experience of managing service improvement

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

For further information on the Camden Way please visit:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>