

Job Profile: Repairs Team Manager

This Job Profile for Repairs Team Manager is for guidance only and must be used in conjunction with the Job Capsule for Buildings & Structures 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:

The management of a team of people 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.

Example outcomes or objectives that this role will deliver:

Service Delivery

- Manage a multi-disciplinary team of people delivering customer focused works in line with business objectives and ensuring effective management of performance of both in house delivery teams and external contractors 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.

Service Development

- Manage repair works and utilise measures to respond to changing business, economic, legal and demographic needs.
- Lead and manage the team to drive continuous improvement through regularly reviewing 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.

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 housing objectives.

Managing Resources

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

KEY DECISIONS

- Co-ordination of all elements of repair works and their efficient delivery for a designated geographical area through managing a team in accordance with allocated resources and within timescales.
- Implement systems and processes to ensure that repair works comply with all relevant legislative and regulatory requirements, standards and industry best practice.
- 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.
- Monitor the quality and performance of repairs to customers and take proactive remedial action where necessary.
- Utilise measures to optimise delivery of repairs to customers, raise standards and monitor performance.

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

KEY CHALLENGES

- Actively work with the Head of Repairs and the other Repairs Team Managers to deliver a consistent service and coordinate resources.
- 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.
- 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.
- Manage and monitor performance in a high volume repairs and right first time environment in order to demonstrate and achieve efficiency and value for money.

People Management Responsibilities:

- Responsible for the effective use and deployment of resources (people, materials, transport, plant & equipment) in the completion of repairs to meet service priorities, standards and timescales.
- Ensure repair works comply with all relevant legislative and regulatory requirements and standards and industry best practice.
- Utilise measures to optimise delivery of repairs to customers, raise standards and monitor performance and productivity.

Relationships:

- Contribute to the leadership of the Housing Repairs and Improvement 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.
- Motivate and develop team members, ensuring their commitment and potential is realised.
- Ensure that customer feedback is used to improve performance and integrate delivery with service users' expectations, and that business intelligence underpins the business strategy.
- Build a strong 'customer focus' within the team including how it involves, engages with, listens and responds to its tenants and clients and that overall customer satisfaction with Housing Repairs and Improvement services are high.

Work Environment:

- Responsive repairs are 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. The post holder is expected to visit properties on a frequent basis either pre, during or post completion.
- The service to customers operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. The post holder is required to work flexibly to manage and support service delivery between these hours. This may include changes to working times / patterns in order to deliver an effective service.
- The Council operates an emergency out of hours' repairs service and the post holder is required to be "on call" as part of a rota with other team members. In case of a Council wide emergency the post holder will be required to support other service areas as part of the Council's response to the situation.

Technical Knowledge and Experience:

QUALIFICATIONS

- Relevant professional qualification or qualified by experience to an equivalent level
- Evidence of continuing professional development

KNOWLEDGE

- Knowledge and understanding of key developments in building and environmental design, specification and maintenance including sustainability, building regulations, planning regulations and design standards and guidance
- Knowledge of project development and financial management
- Up to date understanding of health and safety responsibilities in relation to construction and Construction (Design and Management) regulations
- Knowledge of construction and maintenance contract and property law
- Understanding of needs of user groups in the design and construction process
- Understanding of appropriate legislation including the Housing Acts with particular reference to LTA , DPA and EPA

SKILLS

- Good 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 project-manage complex programmes of work
- 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

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>

Chart Structure

