**Job Profile Information: Major Repairs Manager**

**This supplementary information for Major Repairs Manager is for guidance and must be used in conjunction with the Job Capsule for Job Level 5 Zone 1.**

**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:**

Reporting to the Major Repairs Operations Manager, you will be part of a team who ensures that the major repairs to the Council’s housing stock are delivered to the highest standards of quality and customer satisfaction and health & safety through thorough pre/during/post inspection regimes are observed. Make sure the Council’s supply chain procedures comply with delivery and all regulatory frameworks. Agree project scope of works with subcontractors and ensure delivery is within agreed timescales and allocated budget of circa £1.5m

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

* Control allocated budget of £1.5m including capital works to the Major Repairs Operations Manager.
* Inspection and identification of causes to problems, interrogating and recognising when actions need to be taken and recognising any compliance or risk issues and making decisions where required
* Identify a range of solutions to a problem by evaluating the solution in terms of cost, impact to the resident, quality standards and potential risks. Making decisions when a bespoke solution might be required and specifying the requirement
* To be a technical expert in approving basic to more complex solutions and setting out a programme of works with the contractor for how and when the solution will be delivered.
* To monitor work in progress, measuring whether it is fit for purpose, timescales are being met, cost, quality, health & safety are identified when contractors are not meeting performance targets and make decisions as appropriate.
* Manage the programme of works ensuring contract administration is followed out, monitoring quality, cost and compliance.
* Undertake and complete updating and maintaining information on the Council’s software systems, administering information appropriately to effectively administer the contract, plan and reduce risks.
* To project manage and specify technical solutions, including complex essential repairs
* Ensure all subcontractors are operating within the Council’s health & safety guidance document.

**People Management Responsibilities:**

* Delivery via Sub Contractors
* Point of escalation for the administration and support team.

**Relationships:**

* Provide support and guidance to housing management teams when technically challenging situations occur.
* Work in partnership with other repairs management teams to deliver an efficient repairs service borough wide.
* Support Staff
* Members, Leaseholders and Tenants

**Work Environment:**

* Major repairs 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 and 8 AM to 1 PM Saturdays. You will be 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.

**Technical Knowledge and Experience:**

* Extensive experience in delivering a major repairs service for social housing.
* Extensive knowledge and proven understanding of repairs techniques including but not limited to:
  + Boundary Walls, fences and Party Wall/Structures agreements & Notices
  + All forms of Damp and resolution
  + Reviewing property alteration requests.
  + Structural Subsidence
  + External refurbishment including Fire repair, Roofing repair window repair and replacement.
* Extensive knowledge and understanding of pre and post-inspection processes, building pathology and repairs techniques
* Comprehensive knowledge to lease holder and Section 20 procedures.
* Up to date understanding of health & safety responsibilities in relation to construction and Construction Design and Management regulations
* Knowledge and understanding of key developments and contract issues in construction industry best practice, including partnering and framework agreements
* Knowledge of current housing and social policy issues and legislation
* Understanding of customer’s needs in the major repair's management process
* Ability to project manage complex programmes of work.
* Experience of budget and financial management in excess of £1m

**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 by clicking [HERE](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1)

**Chart Structure**

