**Job Profile Information: Complex & Disrepair Works Manager**

**This supplementary information for Complex & Disrepair Works Manageris 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:**

Accountable to the Operations and Repairs Team Leader; you will be part of a team to ensure that the Council’s complex day to day repairs and disrepairs work to its housing stock are delivered to the highest standards of quality, customer satisfaction, health and safety through thorough end to end inspection regimes. Agree project scope of works with subcontractors or direct delivery trades to ensure delivery is within agreed timescales and costs. Manage 2 direct reports and approximately 12 in direct reports. Work within the budget constraints as set by the Operations and Repairs Team Leader of approximately £2m.

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

* Commercially aware of operational decisions, ensuring the service remains within budget.
* Responsibility for liaison with Legal department/legal disrepair to establish scope of works on a case by case basis.
* Inspection and identification of the cause of a problem, interrogating and recognising when action needs to be taken and recognising any compliance issues, risks, and making decisions where required
* Provide technical disrepair reports in format required for legal purposes.
* Identify a range of solutions to a problem by conducting evaluations in terms of cost, impact to the resident, quality and potential risks. Making decisions when a bespoke solution might be required and specifying the requirement
* Be a technical expert in approving basic to more complex solutions and setting out a programme of works to the contractor for how and when the solution will be delivered.
* Monitor work in progress, measuring whether it is fit for purpose, timescales, cost, quality, health and safety requirements are being met and identify when contractors are not meeting performance targets and action and make decisions as appropriate.
* Manage the programme of works ensuring contract administration is followed out, whilst continuously monitoring quality, cost and compliance.
* Update all IT work flow systems to ensure work updates are captured and recorded at the earliest opportunity.
* Work closely with the repairs teams to coordinate work associated with the housing stock and recall works to minimise duplication of resource
* Attend disrepair court hearings as required.
* 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.

**People Management Responsibilities:**

* 2 direct reports – Complex & Disrepair Works Supervisors
* Indirect management of circa 12 trades staff.
* Delivery through subcontractors
* Point of escalation for administration and support teams.

**Relationships:**

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

**Work Environment:**

* 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 complex/disrepairs service for social housing.
* Extensive experience, knowledge and understanding of repairs techniques
* Understanding of disrepair legislation, Including a sound knowledge of:
  + The Landlord and Tenant Act 1985
  + Defective premises Act 1972
* Detailed Knowledge and understanding of pre and post inspection processes, building pathology and repairs techniques
* Detailed Knowledge of health and safety responsibilities in relation to construction and Construction Design and Management (CDM) 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
* Ability to project-manage complex programmes of work.
* Knowledge of procurement and tendering requirements in a local authority.

**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**

