



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

| Post Details | |
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| Job Title | Repairs and Maintenance Manager |
| Job Reference | 711198 |
| Service | Children, Adults, Health and Housing |
| Team | Housing Services |
| Location | Shute End |
| Reports to | Strategic Asset Manager |
| Worker Style | Hybrid - Remote working with attendance at Council offices as and when required |
| Responsible for | 1x Grade 9 Specialist Building Surveyor, 1x NL06 Surveying Apprentice, 1x Grade 7 Project Officer Repairs and Maintenance, 1x Grade 6 Maintenance Officer as well as agency staff and third party contractors |
| Grade | Grade 11 |
| Contract Type | Permanent and Full Time (37 hours) |

| Main Accountabilities | |
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| 1. | Be the operational and technical lead for responsive repairs and maintenance service, inclusive of damp and mould, and disrepair functions, ensuring the homes and buildings owned and/or managed by the Council are maintained and in a good state of repair. |
| 2. | Support Housing Services and the wider Council by implementing robust out of hours services and business continuity provisions, to minimise risk and service disruption to the Council and its customers. |
| 3. | Lead on the delivery of the repairs and maintenance service, working closely with internal and external stakeholders to ensure works are completed in accordance with operational, financial, safety and satisfaction performance standards, as well as legislative and regulatory requirements, escalating any risks or issues to senior management. |
| 4. | Manage a team of surveyors and administrative staff providing operational oversight on work order management, scheduling, surveyor coordination, quality assurance, and resolution of complex issues. |
| 5. | Support with the development of asset management strategies, policies, procedures, management plans, and processes, whilst having an awareness of local, regional and national developments, and statutory and regulatory changes which will impact the services operating model. |





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| 6. | Ensure health and safety, safeguarding, and resident safety responsibilities are embedded within the repairs and maintenance service, providing advice, oversight, and escalation of risks and issues. |
| 7. | Lead on the contract management of third party contractors supporting the repairs and maintenance service to ensure contractual performance is achieved, and any risks and/or issues are mitigated. |
| 8. | Work alongside procurement colleagues to procure new contracts so the repairs and maintenance service can access third party contractors, suppliers, and consultants with the relevant knowledge, skills and experience to support service delivery and meet service standards. |
| 9. | Work alongside senior management and finance colleagues to create annual service budgets, and ensure controls are in place to monitor expenditure and manage budgets in accordance with the Council's financial delegation framework/scheme of delegation. |
| 10. | Ensure any complaints associated to the repairs and maintenance service are investigated in accordance with internal procedures as well as the Housing Ombudsman's Complaint Handling Code, ensuring any outstanding issues are resolved for customers and trends are identified to prevent recurrence. |
| 11. | Ensure service information, records and documentation associated to the repairs and maintenance is stored in the required locations and repositories within WBC systems in accordance with retention period timescales. |
| 12. | Attend resident volunteer meetings and any other applicable governance meetings associated to the repairs and maintenance service. Prepare accurate information, updates, and reports as required and present these in accordance with meeting agendas. |
| 13. | Fulfil line management responsibilities of the role in accordance with the Council's organisational development plans, ensuring team members have access to training, and continuous professional development opportunities. |
| 14. | Ensure residents are placed at the centre of repairs services, promoting accessibility, clear communication, prevention, and timely resolution of repairs issues. |

| Person Specification | Essential | Desirable |
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| Education/Qualifications | <p>A qualification at Level 4 of the UK's Regulated Qualification Framework (RQF), associated to asset management, building or property services, housing services or equivalent sector related qualification.</p> <p>A Full UK driving license.</p> | <p>Health and Safety qualification (e.g. IOSH Managing Safely)</p> <p>Leadership and management qualification (e.g. ILM)</p> <p>Professional membership (e.g. CIH, RICS, CIOB, or equivalent).</p> |
| Experience | <p>Minimum three years' experience of delivering housing repairs and maintenance, or associated building or construction functions within a local authority, registered provider, or similar housing environment.</p> <p>Experience of managing teams, surveyors, and contractors delivering repairs and maintenance services.</p> | |





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| | <p>Experience of managing repairs performance, and service improvement activity.</p> <p>Experience of contributing to asset management strategies, and plans, including capital investment planning.</p> <p>Experience of managing health and safety, safeguarding, and resident safety within repairs services.</p> <p>Experience of managing budgets, contracts, and financial performance within a repairs or maintenance context.</p> | |
| <p>Skills/Knowledge</p> | <p>Understanding of the Housing Ombudsman Complaint Handling Code and Regulator of Social Housing Consumers Standards framework.</p> <p>Strong operational leadership skills with the ability to provide technical guidance to resolve complex matters.</p> <p>Highly organised to manage competing priorities amongst a variety of internal and external stakeholders.</p> <p>Sound knowledge of housing repairs, damp and mould, and disrepair functions, as well as the applicable legislation and regulatory requirements.</p> <p>Ability to analyse operational, financial, safety and satisfaction performance, to drive service improvement and achieve greater value for money.</p> <p>Strong communication skills, with the ability to engage effectively with residents, staff, contractors, and senior stakeholders.</p> <p>Ability to manage contracts, budgets, and resources effectively to meet service demands and customer needs.</p> | <p>Understanding of other asset management functions such as building compliance, planned capital investment, sustainability, and voids services.</p> |
| <p>Behaviours/Attributes</p> | <p>A confident and credible manager, who promotes a culture of accountability, learning, and continuous improvement.</p> <p>Demonstrates sound judgement, resilience, and calm decision-making in a fast paced and demanding operational environment.</p> <p>Able to work collaboratively with internal and external stakeholders, and manage services with authority, empathy, professionalism, and integrity.</p> <p>Able to chair meetings and present repairs and maintenance service performance at internal and external forums.</p> | |





| Purpose Details | |
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| Service Purpose | To deliver an effective and efficient repairs and maintenance service, inclusive of damp and mould and disrepair workstreams, to the homes and buildings owned and/or managed by the Council, ensuring the delivery of these services are aligned to legislative and regulatory requirements, and achieve a safe, secure and warm home for the Council's customers. |
| Role Purpose | <p>The postholder is responsible for the day to day operations of the repairs and maintenance service, ensuring the delivery of quality, timely, compliant and customer focussed responsive property maintenance functions, which meet the required performance standards across operational, financial, safety and satisfaction metrics.</p> <p>The postholder will ensure effective controls are in place to fully utilise internal resource and third party contractors to deliver repairs and maintenance functions. They will analyse service performance to identify trends and improvements which will help ensure the homes and buildings owned and/or managed by the Council are maintained and in a good state of repair.</p> |
| Corporate Parenting | The postholder will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy. |

| Supervision and Relationships | |
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| Supervision Received | The postholder will report to the Strategic Asset Manager and will meet with them on a frequent basis in one-to-one and team settings to prioritise tasks, analyse service performance, identify areas of improvement and review continuous professional development opportunities. |
| Supervision Given | <p>The postholder will be responsible for the line management and professional development of surveying and administrative resources within the repairs and maintenance team, aligned to the Council's organisational development plans.</p> <p>Line management duties are also applicable to internal secondment and external agency staff as and when they are required to support the repairs and maintenance service.</p> |
| Contacts | <p>Internal contacts will include colleagues from; Asset Management, Housing and Income, Housing Needs and Options, Housing Delivery and Partnerships, Corporate Finance, Corporate Procurement, Corporate Property, Regeneration, Democratic Services, Organisational Development and others as required.</p> <p>External contacts will include residents, Councillors, elected members, contractors, suppliers, consultants, local housing companies, external agencies, and partner organisations as required.</p> |

| Resources/Budget Management |
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| <p>Responsible for developing annual revenue budgets for repairs and maintenance activities, and monitoring expenditure against set budgets ensuring effective controls are in place aligned to the Council's financial delegation framework / scheme of delegation.</p> <p>Responsible for monitoring capital expenditure from ad-hoc upgrade and improvement works identified during responsive repairs and maintenance activities.</p> |





Responsible for leading on procurement and contract management of third party contractors to ensure legislative, regulatory and service standards are met, achieving the required operational, financial, safety and satisfaction performance.

Special Requirements

The postholder must have a full UK driving licence and have access to a vehicle to travel around the area of operation and respond to emergency situations where required.

The postholder may be required attend occasional early evening meetings and participate in senior-level out-of-hours escalation arrangements relating to emergency repairs or service incidents.

| Occupational Health Risk Assessment | Details |
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| Skin/Respiratory Sensitisers | N |
| Working at Height | N |
| Exposure to Noise (>80-85dB) | N |
| Confined Spaces | N |
| Frequent Display Screen Equipment Use | Y |
| Driving for Work | Y |
| Hand Arm Vibration | N |
| Lone Working | Y |
| Healthcare/Social Contact with Patients | N |
| Blood Borne Viruses Exposure | N |
| Food Handling | N |
| Working with Animals | N |
| Specialised Medical Screening | N |
| Night Working | N |
| Safety Critical Work | N |

| Nature of the Role | Details |
|--------------------------------------|---------|
| Healthcare or Hospital Work | N |
| Working with Children (under 18) | Y |
| Working with Elderly/Disabled Adults | Y |





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| Work Environment Details | Shute End / Hybrid |
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| Role Involvement | Details |
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| Working with Children | Y |
| Working with Vulnerable Adults | Y |
| Both of the Above | Y |
| Providing Care/Supervision for Children | N |
| Providing Care/Supervision for Vulnerable Adults | N |
| Both of the Above | N |
| None of the Above | N/A |

| Disclosure and Barring Service (DBS) | Details |
|--------------------------------------|--|
| DBS Requirement | Basic DBS |
| Eligibility Tool | Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK) |

| Re-checks |
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| Annual Basic DBS check will be required. |

| Evaluation Declaration | |
|------------------------|-------------------|
| Date of Evaluation: | <DD/MM/YYYY> |
| Evaluated by: | <Name, job title> |

