



ASHFORD BOROUGH COUNCIL

JOB DESCRIPTION

JOB TITLE:	Housing Operations Manager (Responsive Repairs)
GRADE:	MG5
POST NUMBER:	6852
RESPONSIBLE TO	Head of Housing Assets

<p>JOB SUMMARY:</p>	<p>To lead on and be responsible for the delivery of the Council's in house responsive repairs service to include:</p> <ul style="list-style-type: none"> - the interface and engagement with tenants, - ensuring systems for receiving tenants repairs requests and managing those repairs through to completion are fit for purpose, - the technical workforce delivering repairs services - budgeting and planning for service delivery - communicating with a wide range of stakeholders both internally and externally - Oversee the procurement of sub-contractors and ensuring that their performance is managed - driving excellent performance <p>To drive innovation and transformation to deliver a high quality service, in a timescale reflecting good practice and within budget.</p> <p>Develop and implement associated strategies, ensuring a clear vision, high level targets, business drivers, priorities, and associated risks are identified, implemented and continually reviewed.</p> <p>Direct front line operations from the report of a repair through to completion to reflect high standards of customer care at each stage of the process.</p> <p>Promote awareness of the council's responsibilities for health and safety compliance as it relates to HRA assets.</p> <p>To ensure safe working practices are being adhered to and that works are delivered efficiently reflecting best practice.</p> <p>To work as a pro-active member of the Management Team of Housing taking responsibility to represent the Housing service as required. Including attending and actively participating in senior management team meetings and events, to help the Council meet its objectives and ensuring that a corporate and co-ordinated approach is adopted and maintained.</p> <p>To manage specific operational and strategic portfolios, allocated by the Assistant Director of Housing and the Head of Housing Assets.</p>
<p>ROLE REQUIREMENTS:</p>	
<p>1.</p>	<p>Work closely with the Head of Service to help create and embed the necessary changes in culture and practice to meet the needs of the service. Contribute to the achievement of the councils overall objectives by aligning the service to its service plan and identified priorities.</p>

2.	Build and maintain strong working relationships with key internal and external stakeholders to promote the service and organisational objectives in relation to our strategy and delivery, including quality, sustainability, inclusivity and financial requirements.
3.	Assist the head of service to prepare and deliver service and business planning which aligns with corporate strategies, objectives and priorities and complies with legislative requirements.
4.	Set up and maintain a strong governance culture in respect of building safety requirements to ensure all legislative and regulatory requirements are met in a timely fashion, with accurate records maintained.
5.	Be visible, accessible and accountable to tenants as a senior manager responsible in respect of building safety
6.	Assist the head of service to plan, monitor and manage the service team's budget to achieve financial and performance targets and work with the head of service to ensure budgets are aligned to the services objectives and priorities.
7.	Development of new approaches to service delivery, ensuring continuous improvement in performance, value for money and quality of service for customers
8.	Maintain an awareness and understanding of new legislation and/or best practice, relevant to the service, interpreting the resulting implications and developing appropriate policies, procedures and practice to ensure the council comply with their statutory obligations
9.	To lead and be responsible for identifying commercial opportunities, setting the strategy and culture within the team with the aim of generating the maximum amount of income from the organisation's asset base and driving customer service.
10.	Carry out financial appraisals to set project budgets that enable financial performance targets to be achieved.
11.	Budget management, monitoring expenditure against budget allocation and maintaining budgetary control at all times. Responsibility includes ensuring all fiscal activity and financial records correspond with financial regulations and statutory requirements.
12.	Ensure that feedback from customers is sought so that services are delivered to excellent standards of customer care and continuous service improvements are implemented.

13.	Ensure procurement and management of contracts deliver upon the Service's agreed objectives and comply with the Council's procurement requirements.
14.	To maintain external contacts with contractors, agents, statutory and voluntary bodies, members, the community, the commercial sector and other public sector bodies so as to co-ordinate the activities of these organisations and that of the council.
15.	Lead, motivate and develop the repairs delivery teams and ensure appropriate team structures, sufficient resources and effective business processes are deployed to successfully deliver the business strategy, ensuring underperformance is addressed promptly and efficiently.
16.	<p>Equal Opportunities</p> <p>a) To promote equality of opportunity in employment and service provision, and eliminate unlawful discrimination.</p> <p>b) To recognise that people have different abilities to contribute to the Council's goals and performance and to take necessary action to give everyone a chance to contribute and compete on equal terms.</p>
17.	<p>Emergency Planning</p> <p>a) To participate as required in the Council's Emergency Planning operations including undertaking training and exercising as directed</p> <p>b) To participate in the response to an emergency which may involve duties outside your normal job description and at times outside your contracted hours.</p> <p>c) To participate in the recovery stage following the emergency.</p>
18.	<p>Business Continuity</p> <p>In the event that an incident has occurred which disrupts the Council's ability to deliver its critical functions, to undertake duties within your competencies in other departments and/or at other locations.</p>
19.	<p>Data Protection</p> <p>To ensure that data quality and integrity is maintained and that data is processed in accordance with Council policy, the Data Protection Act, the Freedom of Information Act, and other legislation.</p>
20.	<p>Health and Safety</p> <p>All employees have responsibilities under The Health and Safety at Work Act 1974. These responsibilities are laid out in the Council's Health and Safety Policy, available on the Intranet or from Personnel.</p>

21.	Safeguarding Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and adults at risk of harm within the borough.
22.	Additional Duties To undertake any additional duties of a similar level of responsibility as may be required from time to time.
OTHER CONDITIONS: The post holder must maintain at all times a satisfactory report from the Disclosure and Barring Service. March 2024	

PERSON SPECIFICATION

JOB TITLE:	Housing Operations Manager – Responsive Repairs
POST NUMBER:	New post

	Essential	Desirable
EDUCATION & TRAINING/ QUALIFICATIONS	<ul style="list-style-type: none"> ➤ Educated to degree level or equivalent senior management role in a similar environment ➤ Relevant academic qualification e.g. degree in building management, surveying or similar, (minimum RICS HNC level or similar), and/or professional qualification in relation to building, maintenance or surveying services. Detailed knowledge of Health & Safety legislation, particularly with regard to CDM Regulations. 	<ul style="list-style-type: none"> ➤ Member of a professional body e.g. Royal Institute of Chartered Surveyors (RICS) or Chartered Institute of Building (CIOB), or equivalent
EXPERIENCE	<ul style="list-style-type: none"> ➤ Proven background in management within a housing setting ➤ Significant experience in managing a planned maintenance service ➤ Significant experience in the development, production and supervision of various types of maintenance work to occupied properties in a housing setting. 	

	<ul style="list-style-type: none"> ➤ Significant experience in procurement and contract management of various types of maintenance work. ➤ Significant experience of managing large budgets. ➤ Good technical and communication skills to deal with contractors, outside organisations, tenants and the public. 	
<p>SKILLS & KNOWLEDGE</p>	<ul style="list-style-type: none"> ➤ Sound understanding of the legal requirements for the Council as a landlord ➤ Demonstrate a sound understanding of health and safety in the context of the job role. ➤ Exercise sound judgement in decision making, analyse problems, separate symptoms from causes and to consider options for short term and long term solutions. ➤ Find opportunities to work collaboratively with others wherever possible; identify where good practice exists and implement when appropriate within own area of work. ➤ Able to demonstrate an understanding of strategic objectives of the Council and of how to translate these into corporate/service plans ➤ Good level of competency in IT - 	

	Microsoft 365, asset management systems and other service based software systems	
OTHER REQUIREMENTS	<ul style="list-style-type: none"> ➤ Demonstrate strong team player ➤ Demonstrate ability to communicate clearly at all levels of the organisation. 	
OTHER ESSENTIAL REQUIREMENTS TO CARRY OUT POST:		
Full UK driving license		



KEY COMPETENCY AREAS

Our Competency Framework has been developed and reviewed over several years in order to achieve a set of professional and key behaviours that our team display every day within our roles.

It applies to every member of staff, regardless of their role or service that they work for. It considers best practice but also the level at which our team members work in different areas of their job. So although the competency itself will apply to all levels, how it is evidenced within the individual job role may vary.

The competencies will be used for:

Recruitment and Selection – interview questions will be based on these key behaviours to ensure we are bringing the right people into the organisation.

Performance management including appraisals – to keep checking that we are all displaying the right behaviours that will ensure the success of the council's aspirations

Training and development – to help our teams and individuals focus on developing key behaviours and characteristics



The 9 basic competencies fall under our three values which are integral to the way we do things around here:

AMBITIOUS	CREATIVE	TRUSTWORTHY
Positive	Innovative	Professional Behaviour
Continuous Improvement	Open to Change	Accountable
Commercial and Enterprising	Decision Making and Problem Solving	Communication