

Job Description and Person Specification

Job Title:	Repairs & Maintenance Manager
Department:	Property
Section:	Repairs and Maintenance
Grade:	GPE
Responsible for:	Operational service delivery & performance of approximately 20 trade colleagues within the Repairs delivery team
Responsible to:	Operations Manager
Purpose of the Post:	<p>Responsibility for the effective planning, delivery and co-ordination of Gentoo's Repairs building trades & repair works in domestic and commercial properties.</p> <p>Scope includes Gentoo's planned preservation works, Joinery, Multi-Maintenance Operatives, Bricklaying, Plastering, Fencing, Flooring, Decorating, Technical Inspectors, General Maintenance Employees, and Roofing & repairs to void properties.</p> <p>The postholder must ensure a comprehensive approach is developed and implemented to the reduction of risk associated with these disciplines and that Gentoo's responsibilities are fully discharged.</p> <p>Support the Operations Manager in the delivery of a high quality Repairs service so that work and resources are effectively planned and managed to maintain Gentoo's Repairs and Maintenance requirements, ensure legislative and Regulatory requirements are met and that service delivery meets the needs of all internal and external customers and stakeholders.</p>

Principal Accountabilities:

- Carrying out duties in alignment with the Group's Business Strategy to ensure operational delivery around a clear set of organisational principles and behaviours, built on a 'One Gentoo' approach that brings our values to life and delivers our vision.
- Effective people management to maximise productivity, performance, quality to ensure a Value for Money service is delivered.
- Planning and delivery and effective management of all repairs and project works, ensuring compliance with Health & Safety Legislation and in line Gentoo's policies, procedures and standards.
- Effectively communicating with colleagues, customers and stakeholders to ensure their needs are met, ensuring the highest level of customer service is achieved.

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- Driving target and performance standards of all colleagues within your team to ensure KPI targets are delivered. Effectively challenging under performance in a constructive manner where these targets are not met.
- Working with our newly formed Tenant Engagement & Satisfaction team to respond to complaints and feedback in a professional and engaging manner to ensure complaints are dealt in a timely manner and to the satisfaction of the customer.
- Carrying out regular Quality Control/Quality Assurance audits of both our in house teams and external contractors to ensure works are delivered in accordance with the requirements of quality control policy & procedures .
- Providing technical support to trades colleagues.
- Ensure that works and resources are programmed effectively including the implementation and maintenance of daily/weekly/monthly work schedules, to ensure the control of labour surpluses/shortfalls against workloads.
- Having a thorough understanding of the roles and responsibilities within CDM
- Working closely with the Group's Asset Management teams to advise on priorities for investment through a review of repairs data, information and assets, inputting local and specialist knowledge into the works planning process, establishing clear priorities for investment and defining a clear scope of works specifications in conjunction with Asset colleagues.
- Issue, verification and payment of contractors accounts, agree variations and obtain and provide estimates for works as required.
- Working with colleagues within the team to identify efficiencies.
- Ensure that the Group and its staff comply with all legal, statutory and Regulatory requirements and industry best practice.
- Manage the process of staff training, appraisal and development are carried out in accordance with requirements and develop appropriate training plans with colleagues in HR.
- Ensure compliance with all Health and Safety legislative requirements within the division including producing and monitoring Risk Assessments and Method Statements where required.
- Ensure that the Group's Financial Regulations are adhered to.
- Maintain personal professional competence and an awareness of changes in legislation or best practice relating to your areas of responsibility.
- Co-ordinate the management of asbestos within properties.
- Work with the scheduling team and trade staff to effectively plan and complete work.

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- Act as a duty manager as part of the Emergency Out of Hours Service.

The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Cultural Values:

- **Do the right thing.**
- **Make a difference.**
- **Work together.**
- **Keep learning.**
- **Give all you've got.**

Group Responsibilities:

The post holder will act as an ambassador for Gentoo Group.

The post holder must at all times comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. The post holder will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must at all times comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the aims and objectives of our Environmental Strategy and draw to management's attention any adverse environmental impacts as well as actively engaging with the Planet Smart philosophy.

The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day to day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.

Employee Name:	
Employee Signature:	Date:

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This Person Specification lists the essential skills, attributes and experience that are necessary in order to successfully carry out the job. **Please illustrate on your application form how you meet the requirements of the post.**

Skills and Knowledge:

- Knowledge of Repairs and Maintenance policies and legislation
- Demonstrable knowledge of management and leadership skills to motivate and inspire staff to work effectively both individually and as a team in a changing environment.
- Organisational and administrative skills.
- ICT literate with thorough understanding of ICT and how effective these systems can support the efficiency of organisations.
- Effective diary and time management skills.
- Demonstrable experience in building and maintaining successful relationships to present authority, presence and integrity and to gain respect from internal & external stakeholders.
- Understanding and ability to work as a flexible team member, contributing to a wide range of corporate challenges.
- Demonstrable knowledge of Health and Safety management within issues.
- Demonstrable evidence of achieving excellence in the delivery of services and commitment to continuous improvement.

Attributes

- Experience of setting appropriate productivity targets and driving improvements in efficiencies
- Experience of achieving challenging targets and objectives.
- Excellent communication skills.

Experience:

- Extensive experience of working in a Repairs and Maintenance workstream environment.
- Appropriate management experience.
- Demonstrable experience of providing an effective planned and responsive service in a diverse organisation.
- Demonstrable experience in the management of internal staff and contractors.
- Experienced in building maintenance in domestic and commercial properties.
- Experience of providing a customer focussed service.
- Experienced in promoting equality and diversity in all aspects of employment and service delivery.
- Demonstrable experience in monitoring and measuring against a suite of KPI's to ensure effective performance.

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Qualifications and Training:

- Evidence of continually developing professional knowledge.
- HNC in building/construction related trade or demonstrable knowledge to the equivalent standard.
- SMSTS
- Scaffold Inspection Certificate
- Asbestos awareness training.
- Temporary Works Co-ordinators Certificate

Other Requirements:

In addition, we would expect that the successful candidate will meet the following requirements. You should make reference to them, however we will not shortlist against these criteria:

- A Full UK Driving License.
- Excellent written and verbal communication skills.
- The post holder will be expected to successfully liaise with colleagues across the organisation and external agencies.