


Job Description and Person Specification

Job Title	Repairs Service Manager
Job Grade	NCC Grade I
Reports to	Head of Services (Planned & Repairs / M&E / Contract Delivery)
Direct Reports	Up to 10-15 trade operatives
Other Resources	Total budget - variable, based on work stream, but on average up to £2m revenue and / or capital
Role Purpose	<p>This is a Level 4 management post responsible for the management of a team of Trade colleagues to deliver a first class Construction, Repairs & Maintenance Services to tenants of Nottingham City Council and leaseholders, as directed by the Head of Service for the relevant section.</p> <p>To deliver work streams within either planned maintenance; HM&E; responsive repairs or insourced contract delivery programmes which maximises tenant's satisfaction with the quality of their homes and the neighbourhood they live in.</p>
Key Accountabilities	<ol style="list-style-type: none"> 1. Supports the Head of Planned Maintenance, HM&E, Responsive Repairs or Contract Delivery to lead, manage and develop the repairs and maintenance function. 2. Accountable for the performance of Trade Colleagues within the relevant service area and for the delivery of the team's objectives. 3. To manage the team's conduct and performance in line with the Companies culture and values, and all relevant HR policies and procedures. 4. To establish and maintain positive relationships with all stakeholders through fostering a culture of trust and respect, and ensuring that professional credibility and integrity are maintained at all times. 5. Continuously reviews and develops the team's performance and value for money against best practice. 6. Responsible for effective resource management and value for money in the relevant service area. 7. Conducting regular site visits to advise Craft Operatives/sub-



	<p>contractors and providing technical advice and guidance where needed and offering suggestions as to alternative solutions where appropriate.</p> <ol style="list-style-type: none"> 8. To deliver work streams within either planned maintenance; Mechanical and Electrical; responsive repairs or insourced contract delivery programmes which maximises tenant's satisfaction with the quality of their homes and the neighbourhood they live in 9. Manage and supervise works on various sites, including teams of craft and manual employees and sub-contractors to ensure that all works within their area is carried out to the required standard, on time and on budget; consistent with the contract specification and NCC policy, with customer satisfaction at the forefront at all times. 10. Work collaboratively with staff across the department to ensure delivery of major works projects. Assist in the planning, organising and direct / deliver major projects / programmes of work. 11. Maintain accurate site records, whilst monitoring progress against contract programme 12. Contribute to the culture change programme within NCC to engender a culture of continuous improvement and improved customer satisfaction 13. Treat staff relationships as our most valuable assets and promote Customer Care as being a key principal to our business objectives. Acts as Company ambassador, promoting the Company's culture and values internally and to other stakeholders. 14. Ensure safe working practices are embedded in all work streams to maintain the BS OHSAS 18001, NICEIC & Gas Safe accreditations. 15. Any other duties not listed above which are broadly consistent within the scope of the role, as directed by a member of the management team. 16. Demonstrates and promotes excellent standard of customer care in the context of Nottingham City Council's Mission, Vision and Values to uphold the equality and diversity policy and to participate in training activities necessary to the role. 17. Ensure the health and safety of all people working on maintenance & repairs contracts in line with current Health & Safety policy, procedure & legislation, carrying out site inspections as needed and ensuring that appropriate records are kept.
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Signed and agreed by the post holder.....

date.....


**PERSON SPECIFICATION –
 REPAIRS SERVICE MANAGER**

Requirements	Essential – E /Desirable - D
Experience and knowledge	
<ul style="list-style-type: none"> • Management of craft operatives and proven significant track record in delivering high quality repairs & maintenance service • Deliver continuous improvement to a diverse community • Experience and proven skill in managing health and safety in a similar role, mitigating or eliminating risks • Experience of delivering projects in a way that achieves targets and goals within operational plans • Experience of managing and motivating staff, while fostering a culture of trust and respect 	E E E E E
Skills & Abilities	
<ul style="list-style-type: none"> • Engage, motivate and develop a team to work collaboratively to achieve company objectives • Excellent written, verbal & interpersonal skills with the ability to work collaboratively and communicate at all levels • To performance manage a team and develop services to maintain top quality performance in service delivery • Ability to manage complex projects and budgets effectively • Ability to make clear decisions at an operational level to ensure service continuity • Ability to make reasoned analysis and judgements, even if there is ambiguity in circumstances • Ability use all Microsoft Office applications and a good general standard of IT literacy 	E E E E E E
Qualifications	
<ul style="list-style-type: none"> • CITB SMSTS - Construction Site Managers Safety Certificate, or other relevant Site Management Health and Safety Certificate • Driving Licence with access to a vehicle • HNC/D or equivalent building qualification (CIOB) or substantial equivalent experience / track record of success • Prepared to work towards (if not already qualified) in attaining 	D E D E



management qualification ILM Level 5 or equivalent <ul style="list-style-type: none"> • Relevant CSCS qualification 	E
Behaviours & Values	
<ul style="list-style-type: none"> • High professional and personal integrity, manages through trust and respect 	E
<ul style="list-style-type: none"> • Supports the development of the service and culture through the clear communication and embodiment of values 	E
<ul style="list-style-type: none"> • Fosters a culture of continuous improvement, where colleagues feel empowered and supported 	E
<ul style="list-style-type: none"> • Positive, professional attitude to getting things done 	E
<ul style="list-style-type: none"> • Creative and innovative, encourages fresh thinking 	E
<ul style="list-style-type: none"> • Team player, delivering services through collaborative working 	E
<ul style="list-style-type: none"> • Ability to think on their feet and deal with a changing environment 	E