

Job Title: Service Delivery Manager (Repairs)

Responsible to: Head of Repairs & Partnerships

The Role:

This role is perfect for an experienced Service Delivery Manager who will be responsible for the operational delivery of the Home Repairs Service (HRS) across all partners.

This is a critical role ensuring that the Home Repairs Service provides a great customer experience, continually improves, is cost effective and provides value for money. The Service Delivery Manager is responsible for all day-to-day repair requests and managing the planning function to have adequate resources available to provide a truly customer focussed, right first time and cost-effective repairs service.

The Service delivery manager will work closely with our Safer Homes, Contracts and Business Support teams and alongside our Commercial Manager will deliver the services to the partners within the Alliance Homes Partnership that meet the core KPI's.

Developing our customer offer will be key, understanding our requirements and developing service standards to match will be critical to our ongoing success. A key part of this role will be to monitor and ensure maximum productivity is achieved and costs are reduced.

This is an exciting role at a time when HRS is transforming, it is an opportunity to shape future service delivery, set new standards for our colleagues and deliver an excellent customer experience.

Develop a culture of excellence within the team resulting in innovation and improvements to existing services. Close working with the Alliance Contact Centre you will ensure that our customers repairs are diagnosed correctly to support right first-time repairs service.

The Key Activities:

- *Lead a team of managers who collaboratively run a repairs service which prioritises "right-first time" approach to repairs and consistently delivers a high level of customer service.**
- *In conjunction with colleagues in HRS, develop and monitor KPI's relating to productivity, value for money, costs and customer experience.*
- *Review weekly, monthly and quarterly performance of operatives including productivity and customer experience.*
- *Lead the way in proactively managing productivity concerns through providing data to managers and guidance about how to approach these management conversations.*
- *Ensure that when things do go wrong customer concerns and complaints are dealt with efficiently and empathetically, with customer telling us their concern once and that we learn from our mistakes.*
- *Create a high performing planning team focused on maximising resources, supporting productivity targets, and ensuring jobs progress as quickly as possible, keeping customers informed along the way.*
- *Ensure that contract management, H&S and people management activities are carried out in accordance with relevant policies.*
- *Liaise with internal colleagues, such as managers and finance, to review and manage budgets in line with company targets.*

- *To be accountable for all aspects of operational delivery on behalf of all partners within the Alliance Home Partnership. Providing supporting information for board and monitoring groups where necessary.*
- *Provide leadership and advice to all operational managers. There may be a requirement to provide matrix management support in other HRS areas as required.*
- *Manage the Out of Hours contract ensuring resources are deployed only when necessary and that customers receive a great experience when something goes wrong.*

What do you need to do the role?

- *Be able to identify service improvements and apply new approaches to help achieve team targets.*
- *Demonstrate strong interpersonal skills and be able to build relationships, influencing and negotiating with colleagues to achieve objectives.*
- *Experience of leading a variety of multi-disciplinary teams, managing time effectively and delivering timely and cost-effective results, with a high degree of planning and organisational skills.*
- *The ability to clearly present and/or report complex information (such as contractual arrangements and terms) to a diverse audience ranging from colleagues to senior management and board members.**
- *Experience of working flexibly, imaginatively and collaboratively within contractual frameworks to achieve the best outcome for contractors, colleagues and customers you will be able to manage budgets and assess value for money of specialist technical services with strong commercial awareness.*
- *Proven experience of developing customer service standards in a repairs service.*
- *Excellent knowledge of financial management of contracts and responsive repairs, including budget setting, monitoring and control.**
- *Substantial experience of working in a similar Senior Management level role preferably in social housing.*
- *Experience of developing and implementing strategies and setting clear objectives to drive delivery and performance improvement.*
- *Experience of managing contractor performance, evaluating, and introducing new delivery models.*
- *Strong coaching skills and leadership background to improve performance.*
- *Experience of using data to support performance monitoring and improve customer service.**

It would be great if you also had:

- *Practical experience of managing a planning function within a repair service.*
- *Experiencing in managing an effective out of hours service.*

Acknowledgment:

Your manager will agree specific objectives with you, and your performance against those objectives will be reviewed on a regular basis.

Name:

Signature:

Date: