

## Job Description and Person Specification

**Job Title:** Repairs & Maintenance Manager

**Department:** Gentoo Property Maintenance

**Section:** Repairs & Maintenance

**Grade:** People Manager

**Responsible for:** Operational service delivery, performance of Supervisors and trade colleagues within the Repairs & Maintenance teams

**Responsible to:** Operations Manager

**Purpose of the post:** Effective supervision and management of the repairs and maintenance service. Ensure performance targets and management are met alongside quality of work. Responsibility for the effective planning, delivery and co-ordination of Gentoo's Repairs building trades & repair works in domestic and commercial properties.

Scope includes dealing with disrepair claims, Gentoo's planned Preservation works, Roofing, Joinery, Multi-Maintenance Operatives, Bricklaying, Plastering, Fencing, Flooring, Decorating, Damp/Technical Inspectors, General Maintenance Employees, Electrical, Gas, Plumbing and Fire Door Operatives. 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.

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.

### Principal Accountabilities

- Effectively manage staff to maximise productivity, performance, budgets and quality, ensuring a Value for Money service is delivered.
- Execution of all works, ensuring compliance with all appropriate Health and Safety legislations, standards and regulations. Maintaining an up-to-date knowledge that is supported with qualifications.
- Oversight and project management of work and completion of works.
- To ensure that targets and performance standards are delivered by your team. Ensuring KPI are met and worked towards.
- Ensure all services provided are delivered in line with the Groups Vision, Mission and core Values.
- Assist in the development of a VFM culture and embedding upskilling.
- Provide effective on-site management, ensuring the necessary technical support and quality control is achieved.
- Ability to challenge and manage productivity and performance in a constructive manner.
- Ensure all works are monitored and completed within agreed timescales, including subcontract works, compliance works and ensure that QA/QC is carried out on this work.

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- Liaise with customers, ensuring the highest level of customer service is achieved.
- To proactively own, manage and resolve customer complaints – internal and external.
- In line with all Health and Safety legislation, produce, maintain and ensure the application and adherence of risk assessments and method statements where required.
- Co-ordinate the management of asbestos within properties.
- Work with the scheduling team and trade staff to effectively plan and complete work.
- Liaise with Local Housing Management teams to ensure that all void properties are allocated without delay in accordance with the Group's Letting Policy and within the specified target periods.
- To supervise and carry out all works in compliance with all appropriate Legislation, standards and regulations e.g. Health and Safety at Work Act.
- Maintain effective administration of orders, including the requisition of materials required and the receipt of materials to ensure timely completion of work.
- Act as duty manager as part of the emergency standby procedure.

*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

- We care about people.
- We take accountability.
- We shape the future.
- We bring leadership.
- We deliver.

## Group Responsibilities

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

The post holder must always 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 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,

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saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.

<b>Employee Name:</b>	
<b>Employee Signature:</b>	<b>Date:</b>

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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

- Organisational and administrative skills.
- IT skills.
- Effective diary and time management skills.

### Attributes

- The ability to deliver objectives to required timescales and deadlines.
- Excellent communication skills.

### Experience

- Experience in management of a team, setting objectives and performance management.
- Experience in monitoring and evaluating management information and producing reports including financial information via various IT systems.
- Proven experience of leading and motivating a team to achieve performance targets.
- Experience in monitoring housing maintenance works
- Experience in delivering and developing excellent customer service
- Experience of working or delivering repairs with a compliance element.

### Qualifications and Training

Essential:

- A relevant building or construction related qualification

Desirable or willing to work towards:

- IOSHH
- Asbestos Awareness
- Scaffold Inspections

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### **Other Requirements**

In addition, we would expect that the successful candidate will meet the following requirements.

- Ability to work at heights and confined spaces.
- Ability to work in external environments.
- Full UK Driving Licence.