



Area Repairs Manager

Salary	£50,021	Department	Homes Team
Hours	39 hours per week Required to work on Out of Hours rota no more than 1 in 6 weeks including weekends	Special conditions of service	Required to work on Out of Hours Rota Basic DBS Check Full valid driving licence and access to own vehicle
Location	Greater Manchester - Agile		

Health and Safety

IVH has a positive health and safety culture and promotes a sense of responsibility and accountability among its colleagues, fostering a safe and healthy workplace.

This role, along with all other roles in IVH, will adopt all necessary health and safety practices and any relevant safes systems of work. They will also contribute to the continuous improvement of processes, systems and software related to Health and Safety at work.

Summary

The overall purpose of the role is to deliver an effective repairs service across a defined area of IVH assets.

The key responsibilities of the role include:

- Delivery of a day-to-day function via the in-house repairs resource in line with key performance metrics.
- Support empty homes delivery as required.
- Efficient operational management of trade operatives.
- Control and oversight of H&S matters to ensure colleague safety.
- Oversight of materials and fleet compliance to ensure effective service delivery.
- Associated subcontract management as part of operational repairs delivery.
- Ensuring customer and colleague queries are resolved in a timely manner.

Key Responsibilities

Accountable to	Executive Director (Customers)
Reports to	Head of Repairs & Estates Maintenance
Directly manages/supervises	Repairs Supervisor Property Inspector Trade Operatives Operational Sub-Contractor delivery
Indirectly manages/supervises	Colleague support across IVH, specifically working collaboratively with repairs support functions, planning, procurement, fleet and customer colleagues.

job description

Links with other services and partners

A trusted partner to all stakeholders (including customers and colleagues).

Main areas of responsibility

- To lead the repairs service within a designated area and support colleagues to achieve the delivery of an efficient service.
- Support and develop colleagues, including repairs supervisors, property inspectors and trade operatives to future skill and support succession planning.
- To ensure the repairs performance achieves KPI targets and where performance is below target deliver interventions to improve service delivery.
- Responsible for the co-ordination of resources to ensure that high levels of productivity are achieved and high quality maintained.
- Provide relevant support to ensure effective trade operative resource planning.
- Ensure effective budget management of the repairs service.
- Interpret data to lead and drive service improvements.
- Monitor and report on service delivery as required by the Head of Repairs & Estate Management and lead and embed service improvements.
- Deliver service changes to reflect relevant legislation and regulatory requirements.
- Monitor van stock to ensure first time fix is achieved. Support undertaking of van stock checks.
- Ensure compliance with relevant Health and Safety legislation.
- Oversee the delivery of minor adaptations.
- Contribute to periodic reviews of IVH specification for materials and workmanship.
- Support IVH audits and undertake necessary remedial actions.
- Support the development and implementation of policies and procedures.
- Actively engage and maintain effective communications via Toolbox Talks, Team Briefs and other methods.
- Work collaboratively across IVH to recognise areas of improvement and innovation.
- Carry out and have effective oversight of site inspections to ensure delivery of the repairs service and compliance.
- Ensure effective operational oversight of external contractors.
- Effectively manage feedback and resolve complaints from internal and external customers and proactively make service improvements.
- Support the delivery of the empty homes service as required.
- Take part in the on call manager rota and ensure effective resource to deliver an OOH service.
- Play a key role in ensuring customers' homes are safe and secure in line with decent homes standards and mitigate any risks associated with HHSRS (Housing Health and Safety Rating System) and the Fit for Human Habitation Bill.

Management

- Lead, coach, support and develop staff both individually and as a team and identify/implement training plans.
- Lead regular and effective Toolbox Talks and Team Briefings.
- Provide clear leadership that builds an environment based on trust, mutual respect, integrity, where everyone takes accountability and responsibility whilst working together as one team.
- Effectively manage individuals in line with all legislation, IVH strategies, policies, procedures and guidance.

Corporate

- Deliver positive and proactive solutions and approaches to ensure that all activities comply with all policies and legal requirements in Health and Safety, Equality and Diversity, Data Protection, Finance and Procurement and other legal and statutory guidelines
- Monitor performance in all functions against KPIs and use data to inform decision making and add value to drive improvements in terms of cost, quality and productivity to maximise returns and customer satisfaction to continuously improve operations and outcomes
- Continuously assess and manage risk within the Risk Framework and actively implement control and improvement measures to mitigate risks to customers, property, colleagues, financial performance and organisational reputation etc
- Promote the Irwell Valley Homes behaviours at all times
- Undertake other such work of an equal nature and duties related to the objectives of the post.
- The tasks listed in job descriptions are descriptive of present practices but must be seen in terms of a constantly evolving and changing organisation in which the emphasis is on achievement of the company's overall success

Review date: October 2024