

ARUN DISTRICT COUNCIL

JOB DESCRIPTION

Designation:	Repairs and Maintenance Manager
Grade:	■■■■■
Directorate:	Services
Service:	Residential
Location:	Civic Centre, Maltravers Road, Littlehampton, West Sussex
Responsible to:	Group Head of Residential Services
Responsible for:	Responsive Repairs, Void Maintenance, Contract Management, Planned Maintenance Programmes, Aids and Adaptations, Estate Services

JOB PURPOSE

To lead and manage the delivery of an excellent quality and right first time responsive repairs, voids, aids and adaptations, capital, cyclical and planned maintenance programme, that offers value for money and high levels of customer satisfaction, ensuring effective contract management at all times.

Provide effective leadership, guidance and support to deliver change and service modernisation.

Work to promote the involvement of residents in all aspects of service delivery.

DUTIES AND RESPONSIBILITIES

1.0 STRATEGIC AND OPERATIONAL

- 1.1 To manage the delivery of an excellent quality and right first time responsive repairs service for Arun District Council's residents in line with agreed performance targets and outcomes.
- 1.2 To manage the voids service, to ensure compliance with the lettable standard and planning and programming works to minimise rent loss.
- 1.3 To administer the Council's aids, adaptations and technical service to support residents to stay safe, secure, warm and independent in their own home.
- 1.4 Responsibility for delivering the capital, cyclical and planned maintenance programme. Preparing schedules, inviting tenders, order and supervise works and undertake inspections.

- 1.5 Effective contract management including monitoring contractor performance and costs, negotiating to help achieve value for money. Maintain accurate records, producing reports as required.
- 1.6 Maintain up-to-date stock condition records of the Council stock, recording recent works and adaptations to contribute to stock condition information, as well as ensuring accurate records on location of fire protection and other specialist equipment.
- 1.7 Review and maintain a list of approved contractors to meet the needs of the service in line with policies and procedures.
- 1.8 Work collaboratively and effectively across the Service with colleagues to ensure that asset management decisions are based on qualitative as well as financial outcomes to reflect the needs and aspirations of the Council, our communities and key stakeholders.
- 1.9 Keep up-to-date (self, team and contractors) with legislation and best practice in relation to all aspects of responsive repairs and planned maintenance service delivery. Embrace information technology and innovations to improve service delivery and to foster a culture of learning.
- 1.10 Contribute to annual budget setting and monthly monitoring of repairs and maintenance budget cost centres to ensure that budget performance targets are met and any variances in expenditure investigated and managed.
- 1.12 Responsibility (shared with Asset and Development Manager) for maintaining an accurate and up-to-date Asset and Liabilities register.
- 1.13 Contribute to the formulation and delivery of strategies, policies and procedures linked to this service area, which reflect best practice.
- 1.14 To support and contribute to corporate projects, the work of the Residential Services Management Team attending a range of meetings and deputising for the Group Head as and when required. Ensuring that staff understand the priorities, objectives and policies of the Council and the Directorate and able to successfully implement decisions.

2.0 PEOPLE MANAGEMENT

- 2.1 To be responsible for managing and coordinating the Repairs and Maintenance Team, including the delivery of the Council's objectives and service standards, setting and reviewing both team and individual standards of performance and work targets/outcomes.
- 2.2 To be responsible for creating and maintaining a strong performance orientated culture. Recruiting, managing and motivating all staff, ensuring that appropriate work plans, appraisals, 1:2:1 supervision, appraisal and staff development

programmes are in place and delivered to high standards, achieving value for money and high levels of customer satisfaction. Providing guidance, support, training and development where required to achieve excellent levels of customer service delivery.

- 2.3 To ensure development of a thorough staff induction programme, setting out clear standards to be achieved by the end of a probationary period.
- 2.4 To make clear and timely decisions, communicate effectively and openly with staff and customers ensuring engagement as far as possible across all levels.
- 2.5 To model the values and behaviours expected from senior staff that are consistent with the “Arun Cares” competency framework.

3.0 GOVERNANCE AND COMPLIANCE

- 3.1 To maintain effective management systems and be responsible for complying with all of the Council’s policies, procedures, regulations and initiatives, in particular, Equality and Diversity, Health and Safety and Safeguarding.
- 3.2 To maintain business continuity and emergency response capabilities within the Service, responding to emergency situations when required.
- 3.3 To prepare and update service and team plans for the approval of the Group Head of Residential Services. To proactively assist with the management of the Council’s risk management strategy which embraces best practice policies and procedures to provide effective control mitigating the Council’s exposure to risk.
- 3.4 To participate in the transparent and fair selection of key staff for the Residential Services and, with the support of Human Resources, manage disciplinary and grievance matters in accordance with delegated authority and the Council’s Human Resources policies.
- 3.5 To maintain and develop proactive relationships with tenant and leaseholder representatives and encourage resident involvement and active engagement to shape the future delivery of services. Ensuring the service remains responsive to the needs and experiences of residents.
- 3.6 Prepare detailed reports on key issues, including performance, staffing issues, legislative changes etc., as and when requested by the Group Head of Residential Services. Prepare and deliver written or verbal reports for the Corporate Management Team and various Council Committees.
- 3.7 To ensure that all works completed in this service area are in accordance with Arun District Council’s standing orders, financial regulations, legal requirements, statutory and regulatory obligations, ensuring adequate monitoring and auditing processes are in place.

4.0 GENERAL

- 4.1 As a member of the Residential Services Management Team, contribute towards setting the strategic direction of the service and meet the objectives of the Housing Revenue Account Business Plan and Corporate Plan.
- 4.2 To prepare responses to FOIs, enquiries and complaints from customers, MPs, Councillors and the Ombudsman. Learning from complaints to improve and inform future service delivery.
- 4.3. To identify and place bids for external sources of funding.
- 4.4 To be responsible for committing to continuous professional development to maintain relevant up- to-date skills.
- 4.5 To positively promote and represent Arun District Council in the community and with other organisations, attend meetings, events and conferences and public speaking.
- 4.6 To carry out any other duties appropriate to this post, as necessary or as requested. The post holder may be required at times to work in excess of normal working hours and be required to travel.

Signature of Postholder :

Date :

Signed :
Manager

Date: