



Job Description and Person Specification

Job details

Job title: Repairs Officer

Grade: 27 - 30

Reports to: Repairs and Maintenance Team Leader

Responsible for: Team of Multi Skilled Tradesman

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

To be responsible for the day-to-day operational management of North Northamptonshire Council's Repairs and Maintenance Team, providing a high quality and cost-effective repairs and maintenance function.

Principal responsibilities

Leadership

Support continuous improvement in Housing Property Services Team

People management

Provide effective line management of all team members.

Strategy

Contribute to the ongoing delivery of the Asset Management Strategy (AMS)

Business plan

Support the development of a clear plan to deliver the R&M Team's contribution to the AMS.

Performance Management (PM)

Plan and monitor performance against service objectives and customer needs and ensure effective budget management.

Processes

Maintain effective procedures and processes to deliver a customer focused service.

Partnerships

Maintain effective partnership-based relationships with all other parts of the R&M Team, the Council (including elected members), and external bodies.

Main Duties and Responsibilities

1. Leadership

Support a 'can do' service culture of continuous improvement.

Support the delivery of continuous improvement in:

- costs (reducing waste)
- quality (reducing variation)
- time (increasing throughput)
- people (competence and motivation)

Take responsibility for the customer experience, including complaint resolution and customer satisfaction indicators.

Handle housing condition claims as and when required.

Encourage team building.

Help project a clear vision of 'what we are trying to achieve'.

2. People management

All usual line management responsibilities

Encourage personal development for all team members.

Communications

3. Strategy

Plan and monitor the service contribution to the delivery of the AMS.

Focus on reducing the whole life cost of maintenance through feedback.

Ensure frontline performance is central to strategy development.

4. Business plan

Assist in developing a business/service plan to deliver the AMS.

Maintain and monitor budgets.

Managerial responsibility for contract management in the Service area (including supporting procurement)

Benchmark costs of delivery and develop plans to improve value for money.

Drill down into the detail of aggregate service costs to understand where cost reductions might be made.

5. Performance Management

Ensure PIs reflect service and corporate objectives.

Build a hierarchy of performance information to report to stakeholders and build an effective set of operational information for day-to-day management.

Publish the appropriate information to stakeholders and team members.

Benchmarking performance and using the results to improve services.

6. Processes

Ensure procedures and processes comply with the council's standing orders and corporate guidelines.

Contribute to the delivery and review of the North Northants Council Quality Standard.

Ensure effective procedures for maintaining statutory compliance.

Ensure the health and safety of customers, the workforce and the general public.

Maintain effective (QA) procedures to monitor the quality of work and rectify mistakes promptly.

7. Partnerships

Work with Landlord Services / Neighbourhood managers to develop an integrated approach to property maintenance.

Promote a "One Team" approach within the Housing Property Services Team, the Council and with external partners.

Foster good relationships with tenants and their representatives to ensure they are engaged in monitoring and improving the service.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



Person Specification

Attributes	Essential criteria	Desirable criteria
<p>Education, Qualifications and Training</p>	<p>A good general education including GSCE Maths/English or equivalent.</p> <p>Technical qualification or accreditation allowing for the supervision of gas, electric, or asbestos works (essential for some posts, dependent on the individual role)</p>	
<p>Experience and Knowledge</p>	<p>A broad knowledge of construction or an understanding of property maintenance</p> <p>A broad knowledge of asbestos and related procedures.</p> <p>Knowledge of Health and Safety legislation as it applies to Direct Labour Organisations and landlords.</p> <p>Experience of working with customers in high volume environments with the ability to manage a demanding workload.</p>	<p>Practical experience of budget management and financial control</p> <p>Experience of working in building management specifically the delivery of responsive repairs, capital programmes, and void management</p> <p>Practical experience of managing teams including tradespersons, office, and technical staff</p> <p>Experience of project management</p> <p>Knowledge and experience of leaseholder legislation and practices</p> <p>Experience of working in partnership to deliver objectives.</p> <p>Experience with contract management</p>

Attributes	Essential criteria	Desirable criteria
		Experience with Housing condition claims or disrepair claims.
Ability and Skills	<p>Ability to work on own initiative.</p> <p>Ability to communicate both orally and in writing.</p> <p>Ability to work as part of a team, maintaining high levels of integrity and discretion.</p> <p>Ability to undertake flexible working arrangements to meet work programme requirements.</p> <p>Appropriate IT skills</p> <p>Ability to prioritise own resources in a changing environment.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Post holder must have access to a car for business use.	