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| **ROLE DESCRIPTION: Repairs and Void Manager**  |
| **Reports to:** Head of Contract Management  | **Responsible for:** Being the senior contracts manager and leading on repairs, voids and disrepair properties. This role includes management of repairs co-ordinators & contractors.  |
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| **Role purpose:** |
| Responsible for day to day management of repairs, voids and disrepair properties. Our Repairs and Voids manager oversees the day-to-day operation of our repairs and voids service, providing a partnering approach to manage our main contractor delivering the service, leading and coordinating multi-disciplinary teams.  In addition, you will manage a team of surveyors. You will manage the revenue and capital budgets for the reactive and voids repairs - approximately £1.5m per annum and overseeing all aspects of disrepair cases. Responsibility includes managing works and staffing budgets.You will establish and direct maintenance and void investment requirements for all managed stock. Whilst working with other senior managers to procure and manage all contracts/SLAs and deliver an excellent service for the residents of IDS.  Working with the Head of Contracts in developing the long-term strategic needs of the service, you will implement changes to improve service delivery, value for money, and resident satisfaction.As well as consulting with residents, tenants and leaseholders, to ensure effective service delivery and development, you will lead on identifying resolutions on policies and activities impacting on IDS tenants and leaseholders’ homes.You will determine approaches for the effective management and resolution of disrepair and legal claims against IDS and may be responsible for preparing and presenting information at Court.Effectively managing the void process within the maintenance team, you will deliver an efficient, cost-effective service, minimising losses through rental income. You will lead on determining and implementing approaches for the maintenance of all IDS stock, including potential PSL’s, commercial and corporate assets, maintaining excellent relationships with landlords, and ensuring recovery of associated costs. |
| **Key responsibilities:** |

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| **Delivery:** |
| 1. To lead contract management of external delivery partners
2. To ensure the effective delivery of repairs, voids and disrepair properties ensuring IDS properties are safe.
3. To direct staff in the delivery of appropriate audits, inspections, risk assessments, method statements and respective monitoring
4. To manage repairs and contract databases and systems and ensure accurate records and information are available.
5. Ensure all compliance in accordance with current repairs, H&S and other relevant legislations and good practice.
6. Taking responsibility for the financial management of projects
7. Recognise business opportunities.
8. Negotiating and agreeing contracts
9. Strategically expanding, preserving, or improving company procedures, standards or policies
10. Adhering to regulatory guidelines.
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| **Organisation wide:** |
| 1. Deliver value for money and make best use of resources to deliver the best outcomes.
2. Deliver operational excellence, driving continuous improvement and innovation.
3. Comply with all organisational policy and procedures.
4. Ensure that risks within the directorate’s activities are identified, removed or minimised.
5. Help to create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Build effective relationships with all other IDS departments and staff to embed our “One Team” approach to service delivery.
7. Helping with other areas of the business as necessary.
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| **Additional Information**  |

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| 1. To promote the values of IDS at all times and demonstrate a high level of commitment to diversity and inclusion.
2. To ensure the principle of confidentiality and he requirements of the Data Protection Act and GDPR are fully applied to the work of IDS
3. To actively promote Health and Safety in all aspects of your duties relating to colleagues, customers, contractors/ consultants and external agencies.
4. To be aware of risk in the area of business for which the role holder is responsible and to report any risk to the appropriate person in accordance with risk management.
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| **Please note**This is the description of the job as it is constituted at the date shown. It cannot cover every issue or task that may arise within the post at various times and the postholder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.IDS reserves the right to periodically review the job profiles in line with strategic organisational aims. This will be conducted by the appropriate line manager in consultation with the postholder with aim of reaching agreement where possible.Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise. |
| **Values**The Industrial Dwellings Society have identified 3 key behaviours and values which should be demonstrated by all IDS employees. **Trust**acting as **One Team**being **Agile** |

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|  **PERSON SPECIFICATION: Repairs and Voids Manager**  |
| **Experience and qualifications:** |
| * A strong record of demonstrable achievement in service delivery of Repairs and Void Property management functions
* Recognised degree or relevant qualification or equivalent and at least three years relevant work experience, and evidence of continuing professional development.
* Experience in the production of contract documents, contract administration of compliance related contracts
* Experience of working in partnership with internal (and external) stakeholders to deliver excellence.
* Experience in delivering services in line with service level agreements or service standards.
* Experience of collaborating and working as part of an effective team
* Full, valid driving licence

**It is essential to hold a professional qualification such as a Master’s Degree and/ or an industry recognised certification, such as MCIOB, RICS, NVQ Level 3 or a Higher National Diploma/Certificate in construction and building service management.** . |
| **Knowledge:** |
| * Knowledge of the relevant regulatory and statutory standards / regulations
* Comprehensive working knowledge of repairs, voids and disrepair related property management including property defects including damp & mould i.e. ability to diagnose building pathology and duties imposed on social landlords.
* Knowledge of the Building Regulations, British Standards, Approved Codes of Practice, CDM regulations, health & safety legislation, Regulatory Framework for Social Housing and standard forms of building contracts.
* Solid knowledge of supplier or third-party management software
* Understanding of relevant governance practices and issues
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| **Skills:** |
| * Ability to use judgement and take ownership of decision making.
* Exceptional talent in negotiating and networking.
* Exceptional communication skills with the ability to foster strong supplier relationships.
* Ability to interpret, analyse and produce relevant management information.
* Ability to manage risks and make sound judgements, whilst not being risk averse.
* Good level of written and presentation skills
* Ability to manage budgets and operate tight budgetary control.
* High-level of attention to detail
* Excellent analytical and problem-solving skills
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| **Attributes:** |
| * Transparent and open, acting with integrity and able to build high levels of trust.
* Committed to diversity and inclusion.
* Champions innovation and encourages ideas.
* Resilient and able to work under pressure.
* Collaborative and inclusive
* Actively role model and champion the IDS vision, values and purpose
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