

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT **Housing and Safer Communities** **POSTHOLDER** **NA**

SECTION **Repairs and Investment** **GRADE** **PO9**

POST DESIGNATION (TITLE) **Repairs Operations Manager**

Purpose of Job:

Responsible to the Head of Responsive Repairs and Voids for:

- i) Overseeing the entire repairs process for occupied Council properties, ensuring that residents' homes are safe and meet required standards.
- ii) Delivering a high-performing responsive repairs service within target timescales, maintaining service quality, excellent customer care, staff development, financial efficiency, and value for money.
- iii) Ensuring that all repairs are completed on time, within budget, and to a high standard, aligning the team's service delivery approach with the Council's strategic objectives to ensure long-term sustainability.

Manages up to 6 directly managed staff.

Manages up to 125 indirectly managed staff.

Main Duties and Responsibilities:

- 1) Oversee a large, multi-disciplinary repairs operation, managing a portfolio of circa 25,000 properties. Responsibilities include work allocation, performance management, and maintaining high-quality standards.
- 2) Ensure the smooth running of the responsive repairs service by collaborating with the leadership team and utilising Direct Labour Organisation (DLO) teams.
- 3) Collaborate with management colleagues to maintain a cohesive, high-performing, and resident-focused operation.

- 4) Manage people and processes to ensure responsive repairs are efficiently controlled and delivered within the required time frames, adjusting processes as needed.
- 5) Lead the service in adopting a proactive and comprehensive approach to compliance with legislation and industry standards, including requirements from Ombudsmen and the Regulator of Social Housing, to ensure residents' safety and wellbeing.
- 6) Embed quality management systems into daily operations to ensure consistency, accountability, and continuous improvement.
- 7) Ensure effective handling of resident complaints, learning from issues, and implementing continuous improvement measures for overall performance.
- 8) Promote a culture of Health and Safety for residents and staff throughout operations.
- 9) Manage budgets, prioritise expenditure, and consider resource constraints. Monitor operational costs, identify savings opportunities, and ensure income recovery, delivering value for money through rigorous planning and effective execution.
- 10) Monitor and control costs across all aspects of the service, ensuring financial viability in line with Council procedures.
- 11) Ensure alignment of designs and projects with Government and Council initiatives and targets, including those related to decent homes, sustainability, and carbon emissions.
- 12) Oversee recruitment and retention of staff, supporting workforce development to fulfil service responsibilities. Participate in the Council's Apprenticeship Programme as required.
- 13) Promote the training and development of staff within the service.
- 14) Set challenging targets and monitor staff performance within the Occupied Repairs Team, taking corrective action when necessary.
- 15) Foster a positive working environment aligned with Our Greenwich values, promoting innovation and achieving excellent outcomes for residents.
- 16) Strategically implement and achieve the objectives set out by the Council's Transformation Programme.
- 17) Develop strong working relationships with management, members, stakeholders, and colleagues across the Council to achieve excellence in service delivery.
- 18) Utilise data analysis to enhance service performance, identify failures, and uncover opportunities for improvement.
- 19) Implement risk management strategies and appropriate mitigations across the business.
- 20) Ensure compliance with Council processes, procedures, and statutory requirements.

- 21) Provide advice and guidance within the service and across the Council, disseminating best practices in repairs delivery.
- 22) Represent the Council at committees and meetings, providing advice, presentations, and producing reports and briefing papers as required.
- 23) Contribute to the Directorate's annual plans, working with corporate colleagues to prepare and monitor progress as required.
- 24) Deputise for the Head of Responsive Repairs and Voids during their absence, managing direct reports and other assigned staff as needed.
- 25) Liaise with colleagues and other departments to ensure effective procurement, design, and delivery of works.
- 26) Ensure statutory approvals, such as planning submissions, are in place, facilitating discussions with the borough's Planning and Building Control Department.
- 27) Ensure that works and designs meet appropriate quality standards and outcomes.
- 28) Organise and participate in technical seminars and training sessions on contracting, cost management, claims, contract law, health and safety, and other relevant topics to enhance performance and understanding.
- 29) Attend and contribute to departmental and inter-departmental meetings, forums, and other groups as required.
- 30) Undertake any other work appropriate to the level and general nature of the post's duties.
- 31) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 32) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 33) To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 34) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
- 35) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 36) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.).
- 37) To undertake supervision/management of staff as and when required.

- 38) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the Post to which the post holder normally reports to: The Head of Responsive Repairs and Voids.

Person Specification



Job Title	Repairs Operations Manager
Grade	P09
Service/Section	Repairs and Investment
Directorate	Housing and Safer Communities

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
Comprehensive knowledge and understanding of managing trade staff within a housing repair setting.	E
An understanding of strategy, preparation of investment programmes and working with external partners.	D
Skills and Abilities	
Strong leadership, delegation and stakeholder management skills, with the ability to maintain organisational control in a busy, complex, multi-disciplinary and dynamic service environment.	E
Proven ability to motivate teams to meet performance standards, implement improved working methods, manage resources efficiently drive service success and deliver excellent customer care.	E
In-depth knowledge of housing legislation, regulations, budgetary and funding frameworks, and Government priorities, along with their potential impacts on investment and service delivery.	D
Experience	

Demonstrated experience in managing repairs and maintenance within the social housing sector.	D
Extensive experience in budget planning, control, and forecasting for large multi-disciplinary operations.	E
Significant experience working at a senior level within a housing environment or a similar organisation of comparable scope, size, and complexity.	E
Proven experience in enabling local authorities to deliver affordable housing services.	E
Qualifications	
A relevant degree in business administration, contract management, or a related field.	D
A membership of relevant professional body.	D
Equal Opportunities	
An understanding of and commitment to the Council's equal opportunities policies and the ability to put it into practice in the context of this post.	E
An understanding of and commitment to achieving the Council's staff values and the ability to put them into practice in the context of this post.	E