Housing Repairs and Maintenance Lead

JE Code:JE1825



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Environment & Property, Housing Maintenance & Investment |
| **Reports To:** | Assistant Director Housing Maintenance, Investment and Corporate Health & Safety |
| **Job Family:** | Professional and Technical |
| **Grade:** | K |
| **Political Restricted:** | N |
| **Date:** | November 2023 |

**Key Deliverables**

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| **1.** | To provide strategic lead for housing repairs and maintenance and lead on the identification, development and delivery of repairs and maintenance of MKCC housing portfolio, ensuring continuous improvement in service delivery and efficiency. Accountable for working alongside contractors to specify, manage and deliver all repairs and maintenance work across the housing stock, including voids. |
| **2.** | Defining and managing the processes to ensure that all works done is to standard, to time and within budget. This includes ensuring relevant data is kept up to date on the stock and all repairs and works data is transparently held and used where required to ensure our housing stock compliance, energy and decency profile is up to date. |
| **3.** | Working alongside the Housing Compliance Lead and Housing Capital Works Lead to ensure repairs information on the stock is used to inform and set capital and compliance works priorities and budgets. This includes regular reporting on repair trends and themes, as well as ensuring asset management reviews and decisions are made to ensure that MKCC stock is appropriate and divestment decisions are made and executed where appropriate. |
| **4.** | Work across wider teams, including neighbourhoods, procurement, financial, legal, planning, building control and home ownership, to ensure the stock continues to be managed in a way that meets all standards. Including health and safety, building safety, consumer standards, tenant satisfaction and homes standards. Close working with finance is required to maintain a clear budget for repairs and maintenance. |
| **5.** | Oversee the planning and delivery of cost efficient and resident focused repair and maintenance service, including voids and some limited capital works This includes leading on managing the performance of contractors with appropriate governance around work costs, delivery times and quality. |
| **6.** | Define and report on the key performance indicators and spend against budget for repairs and maintenance. To include working with the Housing Compliance Lead and Housing Capital Works Lead to keep the business plan up to date. |
| **7.** | To assist and deputise for the Assistant Director Housing Maintenance, Investment and Corporate Health & Safety as required in delivering the overall service objectives to a range of clients and to support the decision-making process. |
| **8.** | To actively seek out and implement service and systems improvements in line with best practice and financial objectives taking responsibility for the performance of the team, which will be evidenced through continuous performance management of the team and productivity. To seek and implement opportunities to deliver savings in support of MKCC operational objectives. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Educated to a degree level in housing, surveying, contract/project management or related discipline. Or significant relevant experience at a senior level in managing a team who have delivered repairs and maintenance works with contractors to social housing properties |
| **2.** | Significant experience in working with contractors, using various contract mechanisms to deliver repairs and maintenance work to social housing stock. |
| **3.** | Skilled at managing large volumes of work and data with contractors, so that repair priorities are known and used to inform works priorities. Significant experience in monitoring and reporting on performance and priorities at Board level. |
| **4.** | Ability to build excellent customer and team relationships with a variety of internal and external stakeholders, including residents, regulators and contractors. Excellent influencing, negotiating, advocacy skills and ability to positively challenge at all level. |
| **5.** | Proven excellent organisation skills, with attention to detail, able to prioritise and effectively meet multiple, simultaneous deadlines. |
| **6.** | Sound working knowledge of housing law, housing safety, consumer standards, home standard and decency. |
| **7.** | Willingness to work towards a relevant accredited housing qualification(s) as a key decision maker with very significant responsibilities within the Housing Maintenance and Investment Team. |
| **8.** | Demonstrable experience of managing budgets. |



Job Family

Professional/Technical

Grade K

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level job holders report to a Head of Service or Director and are responsible for the development and implementation of strategy relating to two or more functions within that Service. Posts carry significant responsibilities for finance and a range of other non-financial assets and job holders will make autonomous decisions and lead the management of change throughout their sphere of influence within the appropriate functional areas.

**The knowledge and skills required**

The advanced theoretical knowledge required to make appropriate judgements and decisions at this level is augmented by ongoing professional development and awareness of external legislative and societal change. Also by a deeper understanding of the Council operational structures which both support and depend upon the job holder’s actions and advice. Roles will be professional experts, providing guidance to those in earlier career stages.

**Thinking, planning and communication**

Job holders will use their professional expertise to deal with highly complex, pressing issues on a day to day basis, but will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years ahead, helping to shape their service’s composition, approach and operating procedures in accordance with wider goals mandated by the Service directorate.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council’s reputation. Job holders will have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on and reasoned argument. This will occur in written interactions and can also be in face to face verbal exchanges where job holders will advocate the Council’s position in response to opposing opinion in a formal or informal setting.

**Decision making and innovation**

The limitations to job holders’ decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Head of Service or Director and will devise and implement strategic plans in relation to several functional areas.

**Areas of responsibility**

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of whole classes of people whether external service users or partners and will be responsible for critical day to day decisions with legal and reputational dimensions and the development of functional/directorate level policy and operating procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Roles will have full line management responsibility over an entire functional area with differing specialties and employee profiles.

**Impacts and demands**

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention while also managing very high levels of work.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders may at this level find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.