Housing Repairs & Maintenance Manager

JE Code: JE1825



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Housing Maintenance & Investment |
| **Reports to:** | Head of Housing Maintenance, Investment and Corporate Health & Safety |
| **Job Family:** | Professional Technical |
| **Grade:** | K |
| **Political restricted:** | N |
| **Date:** | January 2023 |

**Key Deliverables**

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| **1.** | **Ensure MKCC delivers a responsive repair, voids and disrepair service which keeps our housing stock safe, to standard and within a managed budget.** |
| **2.** | **Lead and manage your team to work proactively and positively with partner contractors and other MKCC teams to set the standards and monitor the delivery of responsive repairs, voids and disrepairs work.** |
| **3.** | **Monitor and manage your budget, ensuring that it is well managed with any variances understood and accounted for. Trends will be known and you will use your monthly financial monitoring routine to set the audit and verification work for your team.** |
| **4.** | **Set the monitoring and auditing regime for works undertaken by contractors, driven by data, which is clearly logged and used to change specifications, standards and manage spend.** |
| **5.** | **Concise and clear monthly tracking of your teams performance indicators are devised and shared with any changes to processes or specifications identified and made at pace.** |

*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.** | **Experience in setting your teams priorities, processes, standards and key indicators of performance for your team. Both individually and collectively. You’’ have experience of delivering this because your own approach is positive, engaging and responsible.** |
| **2.** | **Formal accredited qualifications in surveying and aspects of housing safety compliance. Along with significant working knowledge of building regulations, decent homes standards and the changing social housing regulatory landscape.** |
| **3.** | **Well able to obtain, manipulate and use large volumes of data to drive priorities, improvements or changes around processes for your team and others.** |
| **4.** | **Significant experience and knowledge of asset management software, excel, contract methods and quality control processes.** |
| **5.** | **Able to identify themes, spot issues and get them sorted for the long term in a proactive and positive way which works across teams and partners.** |



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
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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.

### 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.