



## **Head of Assets & Repairs**

### **Main purpose of the job**

Ensure that an efficient and comprehensive response repair and asset management service is delivered in line with the business plan and regulatory requirements. Deliver outstanding customer service and value for money through the effective management of contractors. Develop opportunities to allow residents and others to participate in decisions affecting the maintenance of their homes and neighbourhoods.

### **Department**

Housing & Neighbourhoods

### **Team**

Assets & Repairs

### **Reports to**

Director of Housing & Neighbourhoods

### **Directly manages**

Asset & Repairs Manager, Compliance Manager, Neighbourhood Manager

### **Salary**

£63,207 - £66,435 NJC points 56-59

### **Hours of work**

9 am to 5 pm, Monday to Friday. Flexitime system in place. 35 hours a week

### **Annual leave entitlement**

29 days rising to 31 days after 5 years' service. ISHA is normally closed between Christmas and New Year and staff must take annual leave to cover the working days between these periods

### **Probationary period**

Six months



## Key tasks

- Ensure the effective management and customer-centred repairs and asset management service including aid & adaptations, voids and planned work et al. Ensure that delivery is driven within a performance and contract management environment. Set short, medium and long-term strategy in conjunction with colleagues on the management of residents' homes.
- Review, procure and manage the delivery of estate services contracts including cleaning and gardening, pest control etc. Offering year on year improvements in the quality and provision of estates management and delivering value for money for customers. Oversee the quality of repair and void works through post inspections.
- Manage all delegated budgets effectively. Authorise works and approve payments ensuring suppliers are paid in accordance with the terms of contracts. Monitor contractor accounts, resolve disputes and queries promptly and ensure ISHA's interests are protected at all times. Report variations against budget in a speedy fashion and agree budget rectification plans.
- Ensure contracts and contractors are managed within the organisation's Health and Safety Policy. Monitor and record compliance with all regulations and legislation concerning health and safety relevant to the scope of operations.
- To procure contracts in line with ISHAs procurement and financial regulations.
- Ensure resident voice is at the centre of service improvement and development.
- Liaise with local authority partners and other stakeholder to ensure the better delivery of services to residents.
- Responsible for policy development within Assets and Repairs and make sure all policies are regularly reviewed with consultation and reflect current regulatory and legal requirements. Support ISHA's governance structure to make great decisions on the future of asset management by writing reports and attending meetings.
- Support the delivery of new homes and estate design to ensure fantastic customer homes and neighbourhoods of the future and ensuring schemes are affordable and practical to manage. Lead on behalf of Housing & Neighbourhoods input into asset design matters specifying standards that best support long term service delivery and asset renewal costs.
- Manage leaseholder consultation for major works and cyclical in line with legislation and more generally consulting with residents on asset renewal, ensuring that ISHAs costs are collectable.
- Ensure databases are accurately updated with records of contacts with residents and all other relevant information.
- Take ownership and responsibility for any service related complaints/queries from residents ensuring that the customer experience is positive, professional and within set timescales at all times.



- Make sure that any requests for information from customers, employees, police, ICO or other authorised bodies are dealt with efficiently, that their validity is checked and there is an approved response. Keep register updated with a log of the request.
- Understand your responsibilities for any data you own.
- “think privacy” when setting up any project, policy or procedure. If it is a significant project carry out a data protection impact assessment
- Keep the Data Protection Register up to date.
- Monitor the compliance for any contracts managed where there is data processing.
- Manage the day to day implementation of the Health and Safety Policy in the team
- Carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager

## **Person Specification**

### **Knowledge and experience**

- Customer focus and involving residents in monitoring and shaping services
- Demonstrate leadership in managing and motivating staff and contractors
- Appropriate Building Qualifications
- Significant experience of delivering planned/cyclical maintenance services and major works programmes at a senior level
- Experience of contract management
- Experience of procurement, tendering and value for money

### **Skills**

- Attention to detail
- Ability to problem solve
- Good interpersonal skills
- Ability to manage and monitor performance
- Good time management and organisational skills including strategic planning
- Be willing to continue to learn and develop your skills
- Demonstrate a high level of professionalism, working with minimal supervision to complete tasks accurately the first time.
- Team player
- Literate and numerate including complex budgets and processing and analysing data from different sources
- Ability to write and deliver reports
- IT skills

### **Other**

- Able and willing to work evenings and weekends when required
- Commitment to equality and diversity



## Our Inspirational Leadership Behaviours

<b>Is a role model:</b>
✓ Sets a personal example around standards of behaviour expected from others
<b>Listens:</b>
✓ Actively listens to diverse points of view
✓ Provides support for others ideas and decisions
<b>On message:</b>
✓ Ensures others are clear about future plans and their part in it
<b>Motivates others:</b>
✓ Maintains and communicates a positive, yet realistic outlook, in spite of organisational change and challenges in order to sustain morale
✓ Helps others see the personal benefits of doing their job well
<b>Develops staff</b>
✓ Ensures that people grow in their jobs by learning new skills and developing themselves
✓ Creates a culture where people share their skills
<b>Takes responsibility and accountability</b>
✓ Demonstrates confidence in other's abilities
✓ Uses different approaches to empower different people

## Core requirements – our values and behaviours

<b>Passionate commitment to customers:</b>
✓ Go the extra mile
✓ Willing to adapt in response to feedback, open to learn
✓ Listen to understand what customers need
<b>Pride in Team ISHA</b>
✓ Aim to get it right first time, learn from mistakes
✓ Share skills, knowledge, encourage and support others
✓ Celebrate success
<b>Trusted to make the difference</b>
✓ Take ownership and responsibility. Do what we say we'll do
✓ Take control of our own personal development
<b>Respect for everybody</b>
✓ Considerate and honest
✓ Work well with diversity
✓ Punctual, prepared, polite
✓ Ask questions, want to learn more