



## **Asset & Repairs Manager**

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

To manage a team of surveyors to deliver an excellent repairs, voids and planned services. To contract manage the responsive repairs, void contracts and all other contracts associated with planned and cyclical works to deliver excellent customer service and value for money.

### **Department**

Housing & Neighbourhoods

### **Team**

Asset & Repairs

### **Reports to**

Head of Assets & Repairs

### **Directly supervises**

3 x Surveyors

### **Salary**

£47,568-£50,559 NJC points 41-44

### **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

- To manage the team to deliver maximum effectiveness and development of staff in line with the policies and procedures of ISHA.
- Manage and monitor the performance of ISHA's main Responsive Repairs and Void and Planned and Cyclical Contractors and utilise performance information to set and monitor targets for continuous service improvement. Ensure that Core groups are held on a regular and frequent basis and involve residents in their management.
- Manage and monitor repairs and other budgets. 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 and arrangements. Monitor compliance with CDM, Asbestos Regulations, Health and Safety at Work Act and other safety legislation relevant to the scope of operations.
- Ensure planned and cyclical programmes are appropriately planned and delivered on time and ensure high quality of delivery. Ensure residents are involved in the specifying of contracts and are kept up to date on progress of works.
- To procure contracts in line with ISHAs procurement and financial regulations.
- To drive the smooth and efficient management of empty homes ensuring that turnaround targets are met and pre-void inspections are undertaken where possible.
- To personally carry out day to day surveying functions as and when necessary.
- To ensure databases are accurately updated with records of the condition of the assets, works ordered/completed and repairs etc.
- To put in place targets for surveyors to ensure that stock condition information is up to date
- To take ownership and responsibility for any service related complaints / queries from customers ensuring that the customer experience is positive, professional and within set timescales at all times.
- To manage all contacts in line with ISHAs quality standards, data protection policies and equality & diversity policy.
- Make sure that any data protection requests are dealt with efficiently, that their validity is checked and there is an approved response. Keep the Data Protection Register up to date.



“Think Privacy” when setting up any project, policy or procedure carrying out a data protection impact assessment as necessary. Monitor compliance for any contracts managed where there is personal 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
- Qualified building surveyor
- Experience of contract management
- Experience of construction or an asset management background and a track record of delivering improvements in service and performance
- Good construction related health and safety knowledge and understanding

### ***Skills***

- Able to effectively lead and motivate a team and to be a team player
- Attention to detail
- Ability to problem solve with the ability to respond to demanding situations as they arise
- Good interpersonal skills including the ability to develop and maintain good working relationships with contractors and customers on complex issues
- Good time management and organisational skills including strong project and programme management skills
- 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.
- Literate and numerate with the ability to write reports and manage budgets
- IT skills. Able to use as an analytical management tool

### **Other**

- Able to attend some evening/weekend working
- 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 expectation in attitudes 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