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## JOB DESCRIPTION

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# Repairs Manager (West)

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**Line manager**

Head of Repairs and  
Maintenance

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**Directorate**

Housing, Care and Support

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**Team**

Asset and Property Services

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## KEY INFORMATION

Job title	<b>Repairs Manager (West)</b>		
Location	Hybrid - Midlands / East of England with travel across our geography as required	Line manager	Head of Repairs and Maintenance
Salary	Up to £62,400 per annum	Directorate	Housing
Hours	36.25	DBS requirement	Basic

## MAIN PURPOSE OF JOB

- Reporting to the Head of Repairs and Maintenance, you will lead and manage the provision of a high-performing repairs and maintenance service to our internal and external customers through the whole supply chain.
- You will drive high performance through robust contract management and by leading and coaching teams and individuals to drive continuous improvement and succession planning across the region.
- You will be responsible for managing the operational team, who oversee the delivery of responsive repairs and void repairs to properties owned or managed by the Longhurst Group.
- You will also be responsible for supporting and driving the planning and logistics function through the matrix management of the Team Leader for the Repairs Coordinators, providing logistical planning and support capability across all regions through our local area delivery model.
- You will be accountable within your regions for the successful delivery of our customer promises through a collaborative, accountable and empathetic service ethos, where every customer contact matters.

## CORPORATE TASKS

- Contribute to the overall operation of the Group. Help to deliver the corporate vision, values and key messages and promote the effective corporate working of the organisation.
- Contribute to the operational plans for the Repairs and Voids service ensuring that key objectives are met. Aid continuous improvement and service success.
- Be responsible for the Group's compliance with all necessary legal requirements commensurate with this role to minimise or alleviate risk.
- Represent the Group with internal and external stakeholders, attending meetings, training and conferences as necessary.
- Champion the Property Services department through continually improving processes and outcomes for staff and customers.
- Identify opportunities to grow and develop services, considering Value for Money in all actions.
- Play an active role in a high-performing, highly engaged colleague team, promoting a culture of excellent customer service.

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## KEY TASKS AND RESPONSIBILITIES

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- Accountable for day-to-day delivery of a high-performing responsive repairs, voids management and maintenance service across the region.
- Leading and coaching colleagues to promote collaborative working practices with internal colleagues to run the contract on a monthly basis including Finance, Housing, Community Investment, EHS, IT, Customer Service, Care & Support, Procurement, Asset Management and Leasehold Services.
- Responsible for ensuring the productivity of the team is maximized supporting the Repairs Coordinator Team overall, ensuring logistical and administrative support is effective for all regions.
- Responsible for financial and operational performance forecasting, monitoring and driving value through delegated budgets and contracts.
- Ensure that we provide an excellent customer service for tenants and leaseholders and when things go wrong ensuring we get it right second time by overseeing and determining cases through our complaints and escalation processes.
- Ensure that all statutory health and safety requirements are adhered to, putting Health & Safety at the heart of quality.
- Ensure the delivery and development of an effective, customer-focused repairs and maintenance service reflecting the highest standards of service excellence.
- Ensure that tenants and leaseholders are effectively consulted and informed of all works and are involved in shaping, developing, and monitoring all service areas.
- Coordinate complaints responses and see these through to a successful conclusion, ensuring these are dealt with sensitively and robustly and in accordance with the Group's policy, using feedback to contribute to continuous improvement.
- Coordinate the procurement of new contracts in accordance with the objectives of the Business Plan and Procurement Strategy taking into account value for money and resident involvement.
- Ensure that effective and accountable relationships with external contractors and suppliers are maintained and that their performance is reviewed on a regular basis.
- Ensure the Group's asbestos register is updated, and all asbestos risks are communicated to all relevant bodies in a timely manner.
- Ensure that risk management is considered when performing tasks, and that any movement in risk is communicated to colleagues and fed into the Group's Risk Plan.
- Work with the Head of Repairs and Senior Empty Homes Manager and Lettings' Team to monitor and deliver responsive repairs and empty homes programmes, ensuring that they meet performance targets and any areas requiring improvement are addressed.
- Inspire and motivate the team to deliver customer service excellence through effective leadership, training, and development.
- Deliver excellent customer service standards to residents and contribute to their development.
- Lead by example to manage and influence colleagues' performance to ensure that expectations are clear, poor, and mediocre performance is tackled, and strong performance is recognised.
- Represent the Group with internal and external stakeholders, attending meetings and conferences as necessary.

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## GENERAL REQUIREMENTS

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1. To possess good IT skills and be committed to improving skills in this and other areas through continuing training and development
  2. To demonstrate and champion the values and behaviours of the Group.
  3. To work within all Group policies and procedures, providing a high-quality service and to always have a high regard for the Equality and Diversity Policy.
  4. To ensure that data for which you are responsible is accurate and up to date and stored in accordance with the Group's information management procedures.
  5. To respect confidentiality at all times and abide by the requirements set out in the General Data Protection Regulations and Data Protection Act 2018.
  6. To observe all of the Group's Health and Safety policies, procedures and processes and take all reasonable care to promote health and safety for all.
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## OUR VALUES

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Guided by our core set of shared values, our vision is to improve the lives of our customers and communities. Our values, which are at the heart of everything we do, were created by our colleagues, who help to deliver the excellent services we provide.



### **In it Together**

We stand together as one team with one vision to make a difference to people's lives. Forms working relationships with others inside and outside the organisation and openly promotes and values diversity



### **Heartfelt Service**

Everything we do shows we care deeply about our customers and colleagues. Ensures the delivery of service meets customer requirements both internally and externally.



### **Own it**

We do what we say we do to the best of our ability with pride and passion. Communicates with others using techniques appropriate to the situation and uses skills to build and maintain relationships.



### **Pushing the Boundaries**

We strive for excellence constantly looking for fresh ways of doing things. Looks for new ways to improve working methods and initiatives to carry the organisation forward



### **Fun and Fair**

We work hard, enjoy it and treat everybody equally with respect and honesty.

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## ADDITIONAL DUTIES CLAUSE

The above does not constitute an exhaustive list of duties. The post holder may be required to perform any reasonable tasks commensurate with the level of responsibility at the request of their manager. Duties may vary as and when localised procedures are updated or renewed with varying local authorities that Longhurst Group works with. Longhurst Group reserves the right to alter the content of this job description to reflect changes to the organisation or the services it provides.

Creation Date: August 2023

Review Date:

*To be reviewed as part of the Job Description review process*

### Person Specification **Repairs Manager (West)**

***The Values outlines the key expectations of all Group colleagues. Used together, the Person Specification our Values will ensure new employees will exhibit the competencies required for this role. All our opportunities will be assessed through application to interview.***

#### Essential Criteria

- Demonstrable experience of effective contract management.
- Demonstrable experience and working knowledge of property legislation –fire/gas/asbestos/legionella etc.
- Demonstrable repairs and maintenance experience.
- Demonstrable experience and demonstrable knowledge of achieving customer service excellence.
- Demonstrable experience of using customer feedback and involvement to shape service delivery.
- Able to provide a clear overview of complex issues and provide sound, professional and reliable advice.
- Able to understand and interpret complex information, balancing short and long-term issues and pressures.
- Handles pressures of meeting targets and deadlines, and manages conflict.
- Able to demonstrate an awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.
- Promotes equality of opportunity for all people as employees or customers.
- Promotes an environment where everyone can thrive and reach their potential.

#### Desirable Criteria

- Demonstrable experience of successful, programme and project management
- Demonstrable experience of stock condition methodology and analysis.
- Business acumen and commercial awareness, including business risks/ rewards and continuous improvement.

Date of Issue

Employee Name

Signed Employee

Date signed