

JOB DESCRIPTION	
Title of Job:	Repairs and Maintenance Manager
Location:	Invergordon
Number of Jobholders:	1
Title of Line Manager:	Head of Property Services
Responsible for:	Senior Maintenance Officer and Senior Repairs and Compliance Officer

Purpose and Scope

Responsible for the operational management of the repairs, voids, compliance and planned maintenance work across Albyn's Housing Portfolio. You will ensure delivery of a customer-focused, efficient, high-quality service ensuring value for money for our customers and compliance with all mandatory and statutory requirements in relation to Albyn's portfolio.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- Manage the operational delivery and procurement of Albyn's property repairs, maintenance and capital investment programmes for existing property portfolio including social rent, mid-market rent and our offices.
- Ensure a robust and pro-active approach to compliance including mandatory, statutory, and regulatory requirements set by the Scottish Housing Regulator.
- Lead and encourage a performance management culture, report on KPI's and regulatory performance for the operational team.
- Ensure all operational and planning decisions in relation to the property portfolio are customer focused and continuously strive to improve our customer offering.
- Financial planning and budget accountability for this operational area.
- With the Senior Officers, ensure that all policies and procedures are in place, regularly reviewed, relevant and understood by all team members.
- Proactive member of the operational management team.
- Effective team leader who consistently demonstrates Albyn's Values

Job Outline: Responsibilities and Tasks

MAIN ACTIVITIES

- **Manage the operational delivery and procurement of Albyn's property repairs, maintenance and capital investment programmes for existing property portfolio including social rent, mid-market rent and our offices.**
 - Ensure the team is motivated to support the successful delivery of the day-to-day response, planned and cyclical works, meeting and exceeding customer service and quality standards.
 - Ensure that all appropriate checks are carried out on external contractors, for example health and safety, risk assessments, method statements, etc., and ensure that contractors are engaged and managed in line with contract requirements including setting up new contracts.
 - Manage all repairs, including void properties.
 - Ensure that all work is completed on time and to a high quality and comply with regulatory standards, sign works off in line with financial delegation.
 - Support the Head of Service to develop a deliverable procurement plan.
 - Ensure procurement is completed in a timely manner and meets all financial and regulatory requirements. Complete VFM assessments for all major contracts.
- **Ensure a robust and pro-active approach to compliance including mandatory, statutory, and regulatory requirements set by the Scottish Housing Regulator**
 - Lead on ownership of compliance with all relevant legal, regulatory standards for your team.
 - Make recommendations and implement changes required to policies and procedures in relation to compliance when any regulations are added, amended or updated, ensuring that these are understood and embedded across the team.
 - Ensure that all appropriate checks are carried out and recorded, provide reports to the Head of Service on all areas of compliance.
 - Horizon scan and attend compliance events to ensure any changes in regulation are actioned well in advance of regulatory deadlines.
- **Lead and encourage a performance management culture, report on KPI's and regulatory indicator performance for the operational team.**
 - Successfully deliver agreed KPI's and produce reports for the Head of Service against these.
 - Ensure all performance reports are accurate and relevant scrutiny is undertaken to ensure data accuracy.

- Lead on the collation of all regulatory ARC data and ensure 100% accuracy.
- Report on the progress made against operational plan delivery, highlighting any areas of concern, and making recommendations to support decision making. Implement agreed corrective action and performance management where required.
- Identify areas of poor performance and develop action plans (process & people) to improve.
- **Ensure all operational and planning decisions in relation to the property portfolio are customer focused and continuously strive to improve our customer offering.**
 - Use your knowledge and expertise to develop and deliver customer-focused operational plans for your team, which align with and support Albyn's strategic objectives.
 - Ensure the team are suitably trained and are passionate about our customer offering.
 - Deliver excellent customer service and encourage continuous improvement.
 - Liaise with customers, contractors, and colleagues to handle queries and complaints effectively and in a timely manner.
 - Take ownership and lead on the delivery and implementation of operational customer-focused products, services, policies, and procedures.
- **Financial planning and budget accountability for this operational area.**
 - Take ownership of the budget for your area of responsibility, ensuring that financial decisions are made in line with Albyn's policies and procedures and deliver value for money.
 - Support the Head of Service in producing budget bids.
 - Provide financial profiling reports to the Head of Service, reporting monthly on spend vs. budget.
 - Identify any grant funding opportunities for Energy Efficiency works
- **With the Senior officers, ensure that all policies and procedures are in place, regularly reviewed, relevant and understood by all team members.**
 - Ensure that updates and new policies and procedures are communicated and fully understood by relevant team members, any operational or system changes should be completed at the same time.
 - Ensure that all policies and procedures reflect current practices.
 - Have oversight of operational policies and procedures that will require review.

- **Proactive member of the operational management team**
 - Develop strong relationships and work closely with all functions in the Customer and Property Services team.
 - Ensure that internal SLAs are managed effectively.
- **Effective team leader who consistently demonstrates Albyn's Values**
 - Complete performance reviews and ensure one-to-one meetings are documented appropriately and work with the people in the team to ensure colleagues are supported, mentored, and developed.
 - With the Head of Service, you should be able to set a clear direction for the team and work collaboratively to enable the successful delivery of agreed objectives, taking ownership and accountability for the successes and performance management of the team and make decisions to ensure plans are delivered.
- **Health & Safety**
 - Comply with safe working practices as defined by Albyn Group
 - Complete online training as and when required.
 - Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
 - Ensure all health and safety training for the team is complete and kept up to date and that work is carried out safely.
- **General**
 - Be aware of and always adhere to Albyn Group policies.
 - Take part in progress/performance reviews throughout the year.
 - Cooperate with other Albyn Group departments.
 - Attend training courses and complete online training modules as required to meet the requirements of the post.
 - Take responsibility for own personal development, seeking out opportunities to learn new skills.
 - Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.
- **Other**
 - Apply the Albyn Group values and behaviours to every aspect of the role at all times.
 - Promote and maintain the standards of Albyn Group

PERSON SPECIFICATION

Essential: Education & Training	<ul style="list-style-type: none"> • A construction related qualification (or significant demonstrable relevant experience). • Compliance related qualification • Health and Safety Training – IOSH or similar
Essential: Skills	<ul style="list-style-type: none"> • Strong people management skills with a proven track record of supporting others with their own personal development, to deliver at an operational level and excellent performance management skills. • Competent in the use of Microsoft office systems including Word, PowerPoint and Excel. • A strong written and verbal communicator that can communicate with all stakeholders using appropriate, relevant language and techniques.
Essential: Experience	<ul style="list-style-type: none"> • A technical background linked to extensive trade experience or housing maintenance. • Experience of managing a team within a repairs and maintenance background, organised with strong time management skills. • Experience of understanding the importance of the voice of customers being heard at all levels so that they can influence the development and delivery of services • Knowledge and experience of using a management system • An experienced manager, who has led teams in the delivery of repairs, maintenance, and planned programmes of work. • Experience of successfully building, managing, and monitoring revenue and capital budgets • Knowledge and experience of procurement via Public Contracts Scotland • Proven track record of creating and delivering operational delivery plans that contribute to strategic objectives at a housing association level or a similar organisation and an ability to understand the needs of customers and the Society and develop ambitious and deliverable plans, KPI's and objectives to address these.

	<ul style="list-style-type: none"> • Uses their own knowledge and experience to review existing policies and processes and make changes to optimise results and deliver value for money.
Essential: Knowledge	<ul style="list-style-type: none"> • Understanding of the regulatory framework for Social Housing in Scotland • Understanding of the housing sector or closely related field • A current and broad understanding of social housing compliance regulations • A broad understanding of different building contracts
Essential: Other Qualities	<ul style="list-style-type: none"> • A mindset that places meeting customer expectations at the heart of all that you do and ensure a 'Zero tolerance' approach to property compliance and tenant safety. • Encourage creative thinking and is able to challenge the "way we do things" in a constructive and positive manner to improve results on behalf of the team
Desirable	<ul style="list-style-type: none"> • Supplemental housing qualification • Experience within the housing sector. • Knowledge and experience of using housing management systems • Professional member of a building/construction related body. • Membership of CIH, RICS or equivalent professional body would be an advantage. • HNC, NEBOSH, MCIQB, Degree (construction related) and a management qualification. • Provide technical advice and assistance to teams including call handling team to enable the effective utilisation and management of work scheduling with relevant software.