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Job Description

Head of Responsive Repairs & VOIDS

All criteria are Essential unless indicated otherwise

Reports to: Group Director of Development & Asset Management

Responsible for: Responsive Repairs Officers

Overall Job Purpose: Support the Group Director of Development & Asset Management and lead on the delivery of a high-quality Responsive Repairs and Void Maintenance service for Barcud, ensuring the Association's homes are well-maintained and of a high quality.

Key Responsibilities –

Development:

- Lead, motivate and manage the Responsive Repairs & Void Maintenance West Team ensuring their capacity is optimised and staff are motivated.
- Ensure Barcud delivers a customer-focused Responsive Repairs and Void Maintenance services to the Association's stock in the West defined area in accordance with government regulations, best practice, and tenancy agreements.
- Set up and implement processes and procedures to deliver a customer-focused Responsive Repairs and Void Maintenance service.
- Manage and oversee the day to day repairs service, constantly identifying areas for potential improvement and innovation.
- Develop and manage tenant systems for the reporting of repairs, seeking to innovate these services for added effectiveness and efficiency where possible.
- Develop, implement, and monitor measures that ensure repairs are diagnosed accurately and handled within a defined swift time period.
- Oversee the service maintaining and managing Barcud's void properties.
- Work with members of the Housing & Support function to ensure the timely transfer of Void properties, maintaining strong levels of communication and collaboration throughout.
- Alongside other senior members of the Development & Asset Management Directorate establish standards of Barcud's Repairs and Void services and create systems for monitoring these.
- Work with staff across the Development & Asset Management function to deliver and implement appropriate Health & Safety policies, procedures, and systems.

- Maintain a thorough awareness of regulations governing Repairs and Void services.
- Develop positive and proactive working relationships with external consultants / contractors who deliver Responsive Repairs and Void Maintenance services.
- Review and assess the services delivered by external stakeholders, seeking to procure new consultants / contractors when service is not of a high-quality.
- Manage and monitor Barcud's Responsive Repairs and Void Maintenance budget, alongside Finance staff.
- Provide assistance to the Responsive Repairs & Void Maintenance West Team during busy periods.
- Authorise expenditure in accordance with Standing Orders, Financial Regulations and Delegated Authorities.
- Deputise for the Group Director Development & Asset Management when required.

People:

- Be responsible for the overall management of the Responsive Repairs and Void Maintenance West Team and its related functions, ensuring these are delivered to the highest standards.
- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision, and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop, and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity, and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory, and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.



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Personal Specification

Head of Responsive Repairs & VOIDS

This person specification details the experience and skills for the position of Head of Responsive Repairs & VOIDS at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- Educated to degree level, or equivalent professional experience.
- Relevant professional qualification, namely chartered status from a relevant institutional body (e.g. CIH/CIOB).
- Evidence of continually developing professional knowledge.

Experience

- Track record of delivering Responsive Repairs and Void Maintenance services.
- Managing a day to day repairs services, ensuring tenants remain at the heart of service delivery.
- Overseeing a Void Maintenance process, ensuring its swift and robust undertaking.
- Leading Maintenance teams.
- Experience of overseeing the performance management of a team.
- Achieving value for money in service provision.
- Providing a customer-focused service, through the development and implementation of robust and appropriate procedures and processes.
- Undertaking risk / Health & Safety assessments.
- Handling and resolving issues of emergency repairs in a Housing Association environment.
- Production of Repairs and Void standards and designing measures to monitor how a service performs against these standards.
- Experience successfully working with a range of external consultants and contractors.
- Experience managing Responsive Repairs and Void Maintenance budgets.
- Introducing innovative measures to a Responsive Repairs and Void Maintenance service.
- Welsh housing experience. (D)

- Public sector or Housing Association experience.

Skills / Knowledge

- Well-rounded knowledge of Responsive Repairs and Void Maintenance in a housing context.
- Detailed knowledge of relevant legislation and statutory regulations in regard to Repairs and Voids.
- Able to lead and motivate staff.
- Project management skills with an ability to plan, organise and prioritise effectively, in order to achieve targets and meet deadlines.
- Able to produce comprehensive quality reporting for effective decision making.
- Willing to learn Welsh to ALTE level 3 within 2 years (if not already a Welsh speaker).
- Ability to deliver results to tight deadlines under pressure.
- Excellent IT skills.
- Sound numerical, reasoning, and written communication skills.
- Proven competency to handle confidential and sensitive information.
- Able to set appropriate and challenging performance targets for own team and self.
- Ability to promote equality and diversity in all aspects of employment and service delivery.