**--EXETER CITY COUNCIL**

**Job Description**

**JOB TITLE :** Reactive Repairs Lead

**GRADE :** Grade 10

**POST NO :** 3391

**SERVICE :** Housing

**UNIT :** Housing Assets

**REPORTS TO :** Service Lead Housing Assets

**RESPONSIBILE FOR :** 7 x Works Surveyors

3 x Asset Support

**LIAISON WITH :** Elected Members

Staff throughout the Council

Contractors and other external agencies in the public and private sectors

Council tenants & the general public

**PURPOSE OF JOB**

1. To lead, develop & co-ordinate a team of staff to implement the Council’s strategic approach to housing asset management and the building of a new relationship with tenants and contractors
2. To manage a team responsible for a full agenda of reactive repairs and void works to the Council’s housing stock, communal and environmental areas coordinating with programmed works
3. To ensure that the demand generated by the Council’s Housing Assets is appropriately met and addressed in a manner that meets the Council’s and customer’s wider objectives
4. To provide effective leadership to the Team, promoting a ‘can-do’ culture of innovation and professionalism with a strong emphasis on effective budget and performance management
5. To oversee the effective management of contracts with external suppliers and contractors
6. To work in partnership with the Planned Repairs Lead as demand on the service dictates
7. To support the work of the Service Lead Housing Assets, Housing Management Team and Planned Repairs Lead in the planning, development and improvement of services

**MAIN ACTIVITIES**

**Asset management**

1. Establish a new system of managing assets and working with tenants based on the principles of:

* greater knowledge of customers, assets and customer demand
* providing realistic services based on demand and effective control of resources
* acknowledgement of the value of our property assets and the need to protect them
* proactive management through business planning and regular property inspections
* dynamic implementation of tenancy agreements
* embedding resident involvement in the delivery of services
* close and effective working relationships between the Planned & Reactive Teams including the potential to move staff resources between the two teams in response to priorities and patterns of demand

1. With the Service Lead Housing Assets, appoint contractors as necessary to meet the aims of the service. Monitor contractor performance and manage contracts to ensure they meet agreed standards and provide value for money
2. Ensure systems are in place for raising, monitoring and effectively enforcing rechargeable repairs
3. Assist in the maintenance of up-to-date and accurate stock condition records
4. Be responsible for the delivery of appropriate disabled adaptations to Council properties
5. Manage the programmes providing internal decoration of communal areas, external environmental projects, tenants’ garden assistance and decoration schemes

**Staff management**

1. Ensure that the Team understand ‘what matters’ to customers and that services are delivered proportionately within available budget resources
2. Perform all the necessary management functions for a staff team of Works Surveyors, Asset Support Officers, and other staff, ensuring staff know what is expected of them, and that there is regular performance management, coaching, support and training

**Project delivery, budget control and performance management**

1. Ensure that the regular collection of accurate data is used to inform performance management, policy and financial planning
2. Contribute to the development and review of effective policies and procedures
3. Take responsibility for controlling budgets relevant to the role. Put in place systems for proactively identifying and responding to potential budget risks
4. Proactively plan the work of the Team in order to deliver high levels of customer service
5. Improve services where necessary and be prepared to learn from other organisations’ innovative practices
6. Support the work of the Performance Scrutiny Partnership in scrutinising the work of the Housing Service and encourage involvement from a cross-section of residents

**Internal and external communication**

1. Ensure the Team is kept informed of relevant changes to legislation and any other trends and developments affecting operational performance
2. Maintain and develop good working relationships both internally with other services and departments and externally with other local authorities, housing associations and other stakeholders
3. Provide reports and briefing notes as necessary to keep the Service Lead Housing Assets, Planned Works Lead and the rest of the Housing Management Team informed of projects and other relevant developments
4. Contribute to the development of the Council’s online and social media presences to aid communication and conduct customer transactions

**IT**

1. Ensure that the Council has comprehensive and robust information systems to hold all asset data; to manage projects and programmes; and to monitor cost, performance and satisfaction
2. Act as System Administrator for the Capita integrated housing management system
3. Promote mobile working in the Team, advising the Service Lead Housing Assets on what needs to be done to achieve this

**Other**

1. Ensure, as far as it is reasonably practicable, that all activities are conducted without risks to the health and safety of employees, customers and others
2. Follow and promote the Council’s Equal Opportunities Policy
3. Work to enhance the Council’s reputation and that of the sector as a whole
4. Deputise for the Service Lead Housing Assets and Planned Repairs Lead where appropriate
5. Lead on the resolution of service complaints
6. Attend out of hours meetings as necessary
7. Carry out any other duties commensurate with the role

**DATE LAST UPDATED:** September 2014