**EXETER CITY COUNCIL**

**Job Description**

**JOB TITLE :** Planned Repairs Lead

**GRADE :** Grade 11

**POST NO :**

**SERVICE :** Housing

**UNIT :** Housing Assets

**REPORTS TO :** Service Lead Housing Assets

**RESPONSIBILE FOR :** 6 x Works Surveyors

3 x Asset Support Officers

Stock Condition & Database Officers

**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 ensure the effective implementation of the Council’s strategic approach to housing asset management and the building of a new relationship with tenants and contractors
2. To manage a full agenda of programmed works to the Council’s housing stock, communal and environmental areas
3. To ensure that all works are carried out within the constraints of the budgets set.
4. To have a comprehensive and detailed understanding of Council Housing Assets and the demand generated by those assets. To meet that demand within available resources and in a way which meets the Council’s wider objectives
5. To provide effective and professional leadership to the Team.
6. To oversee the effective management of contracts with external suppliers and contractors
7. To work in partnership with the Reactive Repairs Lead as demand on the service dictates
8. To support the work of the Service Lead Housing Assets, Reactive Repairs Lead and Housing Management Team 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 and Reactive Repairs Lead, 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 effective systems are in place for raising, monitoring and effectively enforcing rechargeable repairs
3. Responsibility for the maintenance of up-to-date and accurate stock condition records
4. Manage works programmes such as annual gas servicing.

**Staff management**

1. Ensure that the Team understand ‘what matters’ to customers and that services are delivered proportionately within available budget resources
2. Responsibility for all aspects of management for Works Surveyors, Asset Support Officers, and other staff within the team.

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

1. Ensure that the regular data analysis 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. Ensure there are effective systems for proactively identifying and responding to potential budget risks
4. Monitor performance and make any recommendations for change as necessary
5. 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. Timely communication of changes to legislation, or trends/developments affecting operational performance, including the drafting of reports for the Service lead to communicate to Members
2. Maintain and develop good working relationships both internally with other services and externally with other local authorities, housing associations and other stakeholders
3. Provide timely communication to the Service Lead Housing Assets, Reactive Repairs Lead and the rest of the Housing Management Team regarding projects and other relevant developments
4. Contribute to the development of the Council’s online and social media programmes 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 stock condition data base system
3. Promote mobile working in the Team and advising the Service Lead Housing Assets accordingly

**Other**

1. Ensure that risk to the health and safety of employees, customers and others, is minimised
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 Reactive 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