


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Reactive Repairs and Voids Manager	
Department:	Repairs Department	
Reports to:	Head of Asset Management & Sustainability	
Band:	D	
Date:	March 2022	

Purpose of Job

The Reactive Repairs and Voids Manager will effectively manage all aspects of the repairs, voids, and adaptation's service and ensure the service contributes to Hanover's strategic aims.

The post holder will establish an effective performance management framework, which includes effective systems, management reports, practices, and consistency in approach.

The Reactive Repairs and Voids Manager will ensure that the repairs, voids and adaptation service provides a high level of customer satisfaction at all times.

To meet and works towards exceeding the targets for the Annual Return on the Charter (ARC) and any other required KPIs.

Main Duties and Responsibilities

1. Strategic and Operational Management

- 1.1 To identify key strategic and operational objectives for the repairs, void, and adaptation service. Preparing and working to a personal plan including linking key objectives to the Asset Management and Customer Service Strategy.
- 1.2 Responsible for the management and delivery of all elements of the adaptation, repairs and void service.
- 1.3 To provide and analyse monthly key performance reports including timescales of emergency and non-emergency repairs and relets against agreed KPI's while implementing any required action to ensure we deliver to our required standards.
- 1.1 Responsibility for the repairs, void and adaptation service ensuring Hanover fully fulfilling all legal, mandatory and regulatory landlord responsibilities.
- 1.2 Responsibility for setting, implementing and monitoring the Re-let standards applying to voids. Undertaking prior consultation and ensuring consistent implementation while working closely with other departments.
- 1.3 Researching peer group approaches to repairs and voids. To look at new ways of working which ensure continuous improvement.
- 1.4 Cross team working within planned and building services is crucial in ensuring a high-quality asset management service is provided to our customers.

- 1.5 To ensure that policies and procedures for reactive, voids and adaptations are properly implemented, reviewed, and updated.

2. Budget and Reporting

- 2.1 Recommending the annual repairs and voids budget to the Head of Asset Management & Sustainability based on robust analysis.
- 2.2 Managing and monitoring the budget and expenditure. Taking action to manage significant variations and ensuring any overspend is managed effectively and kept to a minimum.

3. Performance Management

- 3.1 Establish ways in which to manage performance for the repairs, voids and adaptation team to help them work in a consistent, effective and efficient way.
- 3.2 Provide monthly analysis of spending trends and spend profiles to feed into other areas within Asset Management.
- 3.3 Making recommendations on efficiencies and savings. Implementing agreed changes in agreement with the Head of Asset Management & Sustainability.
- 3.4 To ensure that the Association meets and works towards exceeding its targets for the ARC and any other agreed KPI's
- 3.5 Ensuring customer feedback systems are in place and lead to embedded service improvements.
- 3.6 Resolving disputes and complaints related to the repairs, void and adaptation service. In line with Hanover's complaints policy and procedure.
- 3.7 Carrying out quality checks on current completed and outstanding repairs. Working closely with the planned maintenance manager to ensure a robust post inspection process is in place. Also ensuring that these are done to verify performance.
- 3.8 Manage risk within the asset management function and implement appropriate mitigating measures and action plans.

4. Internal Communication

- 4.1 Work collaboratively with other areas of Asset Management but also with other departments within Hanover.
- 4.2 Ensuring the use of the Open Housing software module optimises the facilities and functions available.
- 4.3 Providing training to front line staff and guidance notes in the use of agreed systems, repair classification and management reports.
- 4.4 Ensuring practices are in place for the consistent and prompt updating of the Open Housing system by staff. Ensuring data entered is accurate and variations in process are only permitted in exceptional circumstances.

5. Repairs, Voids & Adaptations

- 5.1 Manage and improve on the void turnaround time. Work closely with other departments within Hanover to ensure we let properties as quickly as possible.
- 5.2 Fully supporting and assisting front line staff and others involved in the delivery of the repairs and voids service on technical, policy and procedural matters.
- 5.3 Manage and develop all team members to ensure they have the necessary skills to carry out their role.
- 5.4 Identifying emergency, urgent, and routine repairs analysing repairs which fail to meet target times. Assess why they are failing and take corrective action to meet corporate targets.
- 5.5 Reviewing and agreeing on performance targets and procedures for repairs and voids. Ensuring staff and contractors are aware and achieve target timescales.
- 5.6 Ensuring IT systems accurately record all data arising from repairs and voids. Resolving system inaccuracies in conjunction with ICT.
- 5.7.1 Responsible for the management and delivery of all elements of the adaptations programme ensuring best value and a high-quality service are achieved at all times. Collecting customer satisfaction and actioning any required improvements to the service.

6. Contractor Management

- 6.1 Maintaining and regularly reviewing an approved list of contractors to ensure sufficient cover for all trades in all areas. In addition, collecting and updating information on contractor Health & Safety qualifications including method statements, risk assessments and insurance. Ensure that they adhere to our policies and procedures including GDPR.
- 6.2 Manage all Key Performance Indicator (KIP's) data in relation to each contractor's performance and apply suitable measures to enhance and improve contractor performance. Carry out regular review meetings with all contractors.
- 6.3 Negotiating and agreeing contract terms with individual contractors. In line with contract management procedures with reference to the Head of Asset Management & Sustainability.
- 6.4 Managing the Term Contract negotiations and agreement on Schedules of Rates while informing and seeking agreement from the Head of Asset Management & Sustainability.
- 6.5 Ensuring all contracts and related works are awarded properly, fairly, and equitably in line with procurement policies and in conjunction with Hanover's Central Procurement Team.
- 6.6 Managing contractors who perform poorly. Removing contractors, in agreement with the Head of Asset Management & Sustainability, who consistently perform poorly from the approved list.

- 6.7 Ensuring contractors' invoices suitably describe the work and contain key dates and other administrative details required.
- 6.8 Investigating and recommending long term options in relation to partnership or collaboration working with other RSLs particularly where alternative contractor options are limited.

7. 7. General

- 7.1 The post holder will report to the Head of Asset Management & Sustainability
- 7.2 The post holder will line manage a Repairs Supervisor and Repairs and Voids Officer
- 7.3 The post holder will be required to contribute to the Senior Management Team to ensure the effective management and day to day operations of Hanover.
- 7.4 Represent the Asset Management Team at various regular team meetings on request.
- 7.5 The post holder will work to Hanover's agreed Values and Strategy.
- 7.6 The post holder will deliver against their agreed personal objectives
- 7.7 Flextime will apply.
- 7.8 The post holder will participate in the Out of Hours rota for emergencies.
- 7.9 Any other duties as required by the Head of Asset Management & Sustainability and Director of Asset Management.

Person Specification

Job Title: Reactive, Repairs & Voids Manager

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Skills

This section specifies the skills, abilities and knowledge the post holder must have to perform satisfactorily.

• Good level of interpersonal skills with the ability to communicate effectively, both orally and in writing, with persons at all levels	Essential
• Ability to plan ahead, setting and achieving standards of service and levels of performance	Essential
• Knowledge of contract composition and terms	Essential
• Competent user of Microsoft Office suite of programs and corporate databases	Essential
• Ability to prioritise a varied workload and produce quality work to deadlines	Essential
• Knowledge of procurement and compliance	Essential
• Be able to communicate and represent themselves effectively at a variety of levels, both within and out with the Association	Essential
• Good organisational, analytical and reporting skills	Essential
• Ability to manage budgets	Essential
• Effective project management skills	Essential

Experience

This section specifies the level and quality of experience required.

• 3 years' experience of providing a customer, or day to day maintenance service	Essential
• Experience of interpreting data and reporting	Essential
• Technical and procedural experience of housing association repairs and void operations	Essential
• Experience of maintaining an approved list of contractors	Desirable

Education/Qualifications

Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.

• Degree	Desirable
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Other

This section specifies other factors which may be necessary.

Ability to work on own initiative with minimum supervision and as an effective team member	Essential
Ability to work with colleagues across departments to optimise levels of service	Essential
Ability to deal with complaints and resolve	Essential
Current clean driving licence.	Desirable

Equal Opportunities

<p>This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and codes of practice.</p>	<p>Essential</p>
<p>These are key competencies, personal attributes and responsibilities used for recruitment to this post. Once in the role, the Senior Manager will be assessed against all the competencies and performance standards used in the Employee Performance Review process.</p>	