



Job Description

JOB TITLE:	Day to Day Repairs Manager
LOCATION:	Newlon House, London N17
SALARY:	£55,467 pa, plus performance related pay
REPORTING TO:	Assistant Director Operational and Strategic Asset Management
MANAGER OF:	Repairs Surveyors x 2 and Team Administrator (part-time)

B MAIN OBJECTIVES

The **Day to Day Repairs Manager** will be responsible for the development, management and control of the resident-centred day to day repairs service. To provide Newlon and its customers with a cost effective, high quality, customer focussed day to day repairs service.

C SPECIFIC TASKS AND RESPONSIBILITIES

Key Tasks and Responsibilities		Performance Standards
1	To lead and manage the Day to Day Repairs Team in the provision of a resident-centered repairs service.	<ul style="list-style-type: none"> • Effective Teams built and developed • Resident engagement, participation and co-design and evolution of the repairs service • Staff recruited, trained, developed, motivated and retained • Regular one to one meetings and appraisals held and effective supervision undertaken using Newlon's policies and procedures • Good communications by the team internally and externally
2	Dealing with complaints relating to the day to day repairs service	<ul style="list-style-type: none"> • Respond to customer complaints promptly within SLA and in accordance with Newlon Gold Standards • Complaints resolved to customers satisfaction wherever possible, • Minimise compensation through proactive and effective liaison with customers, • Proactively support colleagues in the Service Centre and Service Resolution Teams in dealing with complaints. • Correct, cost-effective and timely advice to internal customers on day to day repairs service including surveying and technical solutions.
3	To deliver an effective day to day repairs service across the Group.	<ul style="list-style-type: none"> • Develop and maintain robust procedures to ensure • Monitor and manage time, cost and quality of day to day repairs, in conjunction with the Contracts Manager • works to ensure effective delivery within target times to Newlon standards and expenditure is kept within budget, • Regular performance meetings with operational management and contractor(s), in conjunction with the Contracts Manager, to ensure day to day repairs service is effectively provided. • Repairs are post inspected and closed down within a timely manner. • To review/coordinate out of hours follow on works.

Key Tasks and Responsibilities		Performance Standards
4	To procure and manage responsive maintenance, working in conjunction with the Contracts Manager	<ul style="list-style-type: none"> • Procurement policies and procedures followed, • Hold regular performance monitoring meetings with all regular suppliers in conjunction with Contract Manager • Robust long term contracts are in place for core works and services • Performance is monitored, reported and challenged where necessary • Involve residents in the procurement and ongoing management of the day to day repairs service.
5	To achieve a high quality cost effective service delivery by the team.	<ul style="list-style-type: none"> • Clear and accurate performance information available, including KPIs • Property and repair records are regularly updated and current, • Resident engagement, involvement and feedback obtained and used to improve service, • Accurate budget estimates are prepared, • Budgetary control is effective, • Continuous improvement is sought, • Sustainability issues taken into account and commitment to improve energy efficiency for customers demonstrated • Newlon Gold standards of customer service maintained.
6	To undertake regular consultation with customers to continue to improve the repairs service	<ul style="list-style-type: none"> • Review/report on all KPI's to ensure that set benchmarks are achieved at all times. • To report drop in service early or and recommendations for improvement measures to senior management for early intervention. • To work collaboratively with other teams across the business to ensure that all repair services are joined up and customers voices are heard and problems solved within set targets.

Key Tasks and Responsibilities		Performance Standards
7	To oversee the delivery of routine repairs servicing contracts and Handyman service	<ul style="list-style-type: none"> • Clear and accurate performance information available, including KPIs • Property and repair records are regularly updated and current, • Resident engagement, involvement and feedback obtained and used to improve service, • Accurate budget estimates are prepared, • Budgetary control is effective, • Continuous improvement is sought, • Sustainability issues taken into account and commitment to improve energy efficiency for customers demonstrated • Repairs are post inspected and closed down within a timely manner. • Newlon Gold standards of customer service maintained.
8	To ensure that exposure to risk from a Health and Safety or Statutory Compliance failure is minimised.	<ul style="list-style-type: none"> • Monitor health and safety performance of contractors and ensure they are compliant with legislation and Newlon's procedures, • Ensure the team and contractors are aware of the risk of asbestos in Newlon's properties and adhere to the Trust's Asbestos management strategy, • With other members of the senior property management team ensure compliance with all statutory health and safety duties, • Carry out all obligations relevant to your role under the internal procedure.
9	To be part of Newlon's Operational and Strategic Asset Management Team.	<ul style="list-style-type: none"> • Fully participate in property team meetings, • Preparing and contributing to service improvement plans and strategies, • Assist the Assistant Director Operational and Strategic Asset Management in setting budgets and making bids for funding, • Writing and contributing to Executive, Board and Committee reports, • Corporate and Departmental objectives and the business plan are delivered.

No job description can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in this document.