**SOUTH DERBYSHIRE DISTRICT COUNCIL**

**JOB DESCRIPTION**

**DIRECTORATE: PLACE AND PROSPERITY**

**SERVICE: HOUSING**

**POST: OPERATIONAL DELIVERY MANAGER**

**GRADE: PO5**

**RESPONSIBLE TO: HEAD OF HOUSING**

**JOB SUMMARY**

To provide operational leadership and direction in delivering the Direct Labour Organisation (DLOs) excellence model based on top-quartile performance. You will be responsible for the operational delivery of the (DLO) day-to-day repairs, void works, and planned works, ensuring it is run in a commercially efficient way and our homes are safe and support customers to thrive. You will be an innovator in delivering a modern repair service and have a proven track record of delivering growth and continuous improvement. Effective management of contractors is essential to ensuring value for money and high levels of resident satisfaction.

**MAIN DUTIES AND RESPONSIBILITIES**

Be an ambassador of inspiration for the Councils, mission, vision, and values.

Responsible for the delivery of a modern DLO operating model that is seen as top quartile within the sector.

To lead, manage and motivate a multi-disciplinary team of staff to meet and exceed operational targets for responsive repairs, maintenance, and planned works functions relating to the housing stock in accordance with policies, procedures and a 30-year Capital Investment Business Plan

To assist with the overall management of the housing stock and associated buildings with a lead role in terms of property safety and overall condition of the properties with responsibility for the staff and other resources of the Repairs Section, which carrying out diverse tasks in the repairs and maintenance fields.

To manage the planning and day to day delivery of the responsive repairs, void repairs and property/estate inspections to facilitate transfers, mutual exchanges.

To oversee day to day repairs, contracts to ensure that performance is maintained within the priorities, service standards and budgets set by the council.

To support the achievement of the Council’s Corporate Plan, observe Corporate Values and promote environmental sustainability.

Provide advice, information and attend meetings and training as required.

Exercise stewardship of the highest order in relation to budgets and other resources in pursuance of the Council’s aims and objectives and in accordance with the Council’s Standing Orders and Financial Regulations, including the co-ordination, production, management and monitoring of the service’s budget and performance.

To adhere to and ensure the appropriate compliance with the Council’s Health & Safety Policy.

To support, promote and comply with the Equality, Diversity and Inclusion actions and requirements when undertaking the duties of this post.

To comply with the Employee Code of Conduct and Ethics Standards.

To respect the sensitivity and confidentiality of any information that they may have access to regarding clients/customers in adherence with the Data Protection policies of the Council.

Undertake such other duties commensurate with the experience of the postholder and the grading of the post as may be reasonably delegated from time to time.

## Specific responsibilities

To manage day to day, out of hours, vacant property repairs and maintenance functions in accordance with policies, procedures annual budgets and a 30-year Capital Investment Business Plan

To assist with the management of the housing stock with a lead role in managing property safety and overall condition of the properties.

To manage the procurement management and planning of, contracts for the delivery of support to the Repairs Team and the refurbishment of empty properties ensuring that systems are in place to ensure that repairs are completed and recorded to ensure statutory compliance.

To manage the collection and recording of stock condition and attribute data.

To manage the creation of plan schedules and contracts for the maintenance of vacant properties

Manage the delivery of service initiatives and projects to improve the efficiency of the team and to minimise its environmental impact.

Lead, manage and motivate a multi-disciplinary team of repairs staff and trades operatives to meet and exceed operational targets relating to service delivery.

Manage budgets for:

* Repairs, planned maintenance, and capital improvements within the Housing Revenue account.
* Repairs to vacant properties.
* Materials and stock.
* Fleet vehicles and equipment.

Ensure complaints, MP enquiries and Counsellor enquiries are dealt with in accordance with the Councils policies and procedures, including carrying out complaint root cause analysis and undertaking corrective action to prevent any reoccurrence.

Ensure that all repair services embrace best practice, provide value for money and operate within the respective legislative context.

Leads to ensure compliance with all Health and Safety legislation relevant to the delivery of repair and capital replacement services.

To provide regular reports on:

* Performance.
* Health and Safety.
* Property safety and compliance.
* Customer Satisfaction.
* Budgets

Maximise value for money and social value across operational activities.

Keep abreast of all organisational changes and business developments.

Provide professional advice and support in relation to the application of and adherence to employment policy and procedure.

To be responsible for a caseload of formal employment matters including disciplinary, grievance, attendance management, organisational change and other formal employment disputes.

Undertake any other duties as requested by the Head of Housing.

**Date issued: January 2025**

**Issued by: Head of Housing**