**SOUTH DERBYSHIRE DISTRICT COUNCIL**

**JOB DESCRIPTION**

**DIRECTORATE: PLACE AND PROSPERITY**

**SERVICE: HOUSING**

**POST: REPAIRS AND VOIDS MANAGER**

**GRADE: PO2**

**RESPONSIBLE TO: OPERATIONAL DELIVERY MANAGER**

**JOB SUMMARY**

To provide support to the Operational Delivery Manager in delivery of various repairs and minor planned and cyclical; work programme including void properties. The post will have line management responsibility for the operational delivery of the direct labour organisation (DLO) day-to-day repairs and void work, ensuring it is run in a commercially efficient way and the Councils homes are safe and support customers to thrive. Management of contractors to ensure 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.

Support the Operational Delivery Manager 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 and maintenance 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 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.

To support the Operational Delivery Manager and 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 direct labour organisation (DLO) to ensure processes are streamlined and Operatives are working to their full potential.

Carry out regular toolbox talks, 1:1, and team meetings.

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.

Ensure Project Officers complete inspections, surveys, and all work to high standard and within an effective time.

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.

Ensure adherence appropriate to employment policy and procedure.

Undertake any other duties as requested by the Operational Delivery Manager.

**Date issued: February 2025**

**Issued by: Head of Housing**