

Repairs & Voids Manager

Reports to: Head of Property

You will be supporting the management of a team of Repairs Specialists in the delivery of various repairs and minor planned and cyclical work programmes and minor improvement projects including empty homes refurbishment, to protect or improve the assets of the organisation. You will also be working closely with tenants and Red Kite senior managers to deliver 'excellent' cost effective building maintenance and improvement services.

What we need you to do:

- Lead an operational technical team responsible for the delivery of multiple responsive repairs programmes and minor scale construction-related projects which include empty homes refurbishment
- Manage relevant external contractors on a day-to-day basis
- Assist where necessary and implement projects in accordance with Red Kite's Asset Management Strategy
- Manage projects to minimise exposure to both financial and health-and-safety-related risks
- Work closely with the Head of Property and the Empty Home Manager, to forecast monthly cash flow and expenditure to ensure delivery against approved budgets; this will be in all aspects of service delivery
- Work closely with tenants and stakeholders in the planning and delivery of works, ensuring that tenants have full input, influence outcomes, and take the lead on the arrangement of consultation events
- Plan and arrange training and development workshops for involved tenants and other stakeholders, also leading on tenant scrutiny groups for the repairs service
- Ensure that all works are delivered equitably and fairly and in order to maximise or protect the capital value of assets
- Work closely with the Head of Property and other senior managers and staff to develop and deliver excellent services, drive continuous improvement, and professionalise the technical service
- Implement and manage a Quality System to act as a third-party check across multiple contracts to drive continuous improvement
- Ensure commitment to the organisation's vision, mission and values influences every aspect of the business
- Ensure we are at the forefront of good practice in the sector by undertaking research and promoting this to colleagues, partners, tenants and leaseholders
- Pursue excellence in all aspects of operational delivery
- Manage and monitor customer complaints along with relevant Repairs Specialists/Empty Homes Specialist – ensure that these are followed up in a timely

manner and that all parties are kept informed. Deal with appeals in accordance with our Feedback Policy

- Take responsibility for budget forecasting and financial management, producing reports and financial statements for the Head of Property
- Participate in a rota system (usually one week in every nine) to provide ad hoc evening and weekend telephone support for contractors and tenants when emergency situations arise. This may also require occasional on-site attendance of emergency works e.g. major fires, floods, etc. acting as our on-site representative. You may also be required to act as support to other on-call staff where higher-level management input is needed or where escalation is required.

What you will be responsible for:

- Providing leadership and support management to a team of nine Repairs Specialists, with direct line management of two Building Surveyors and an Assistant Contracts Manager
- Providing technical advice, coaching, and training staff to ensure desired competency and knowledge requirements are sustained
- Reporting on team performance on a regular basis to senior managers and other interested stakeholders
- Managing individual projects directly or via staff and contractors to an agreed project management methodology and reporting on progress as required
- Allocating work to team members via a workload management system to ensure the cost-effective and efficient use of resources
- Commissioning and managing construction-related building professionals including consultants and contractors in accordance with corporate policy and best practice guidance
- Supporting and assisting in the procurement of works and following official procurement processes to ensure best value outcomes
- Producing feasibility studies, option appraisals, and project briefs
- Designing and preparing specifications for tender, formulating budget estimates and scheme costs, seeking approval where required and raising orders for the works
- Developing pre-construction information and construction phase health and safety plans in accordance with CDM Regulations
- Preparing contract documentation, programmes and project plans, and other relevant contract documentation in accordance with agreed procedures
- Assisting with large procurements and leading on various small project procurements
- Managing the progress of works ensuring compliance with all relevant documentation, standards and good practice guidance
- Reconciling and settling final accounts and valuations, paying responsive repair invoices, dealing with contractual disputes, extensions of time and variations, issuing relevant certification as appropriate

- Producing Board reports, project update reports and other information, including post project reviews
- Close liaison and interaction with the Property Pod Team Co-ordinator particularly around report running and having information on performance at your fingertips.

Where you have come from:

- A place where you have managed and run large projects or responsive repair and empty homes refurbishment teams
- A place where you have previously managed and led a technical team, preferably in the social housing sector
- A customer-focused organisation
- A housing organisation or similar would be preferable
- A place where there were 'best value services' and continuous improvement.

What our teams will see in you:

- Someone who will build effective and productive working relationships with staff, managers, partners, tenants and leaseholders
- Someone who has great negotiating and dispute resolution skills
- Strong verbal and written communication skills
- Skilled at delivering presentations to large groups
- A person who has a good understanding of best practice within social housing
- Someone who has lots of technical knowledge relating to construction and construction-related health and safety
- Someone who is IT literate, and proficient in Microsoft Word, Outlook, Excel, and PowerPoint
- Proven experience of delivering large complex building projects to occupied/domestic properties
- Proven experience of working in a customer-focused organisation
- Skilled at managing large budgets.

As person, you will:

- Be skilled at building effective and productive working relationships with staff, managers, partners, tenants, and leaseholders
- Be excellent at verbal and written communication
- Be a confident, independent problem solver and an effective decision maker
- Have a high degree of personal drive
- Be committed to the aims and ambitions of Red Kite Group and the broader issues of social housing

- Be flexible and open to change
- Be a team player with good self-awareness
- Have a service improvement attitude
- Be able to translate ideas and examples of good practice into improved service delivery
- Be qualified to HNC and working towards a professional membership of CIOB and/or RICS; a formal project management qualification is an advantage
- Hold a clean driving licence.