

## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Service Manager</b>
<b>RESPONSIBLE TO:</b>	<b>Senior Operations Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Working Supervisors and Multiskilled Operatives</b>
<b>DEPARTMENT/SECTION:</b>	<b>Repairs and Maintenance Service</b>
<b>SALARY (£):</b>	<b>Grade 12</b>

### MAIN PURPOSE OF THE JOB

Manage the effective and efficient operation of the Repair and Maintenance Service to ensure that agreed targets and timescales are met or exceeded.

To manage, mentor, and develop a team approach to an area based operational service delivery to include all planned – programmed works, WHQS works, and responsive repairs and void works.

To effectively manage the works and activities delivered by external contractors.

Act as a leader, to manage and motivate Working Supervisors, Multiskilled Operatives and Apprentices.

Develop a value for money customer focused service by 'doing things right first time' and being 'true to our word' and delivering Health, Safety, Quality and Environmental (HSQE) excellence in partnership with Customers, Staff and Service Providers.

To act as a representative for CCG at tenant's consultation groups and other focus group meetings to facilitate customer input to support continuous improvement of the service.

### VISION AND VALUES

This post will help Cartrefi Cymunedol Gwynedd achieve its vision:

To be a leading provider of quality housing – meeting the needs of customers, valuing communities



By keeping to our values:

- Fair
- Accountable
- Open
- Innovative
- Approachable

## KEY RESPONSIBILITIES

- Deliver services consistently in accordance to CCG's code of conduct, equal opportunities and dignity at work policies and procedures within daily operations.
- To ensure all financial targets are adhered to in respect of all operational activity.
- To ensure the effective management of all Working Supervisors, Multiskilled Operatives, Apprentices and Sub Contractors and resources required to carry out planned maintenance work, repairs and maintenance, void work and other work projects.
- Identifying training and development needs to ensure continuous improvement and evolvement of the repairs and maintenance service to facilitate and adapt to change and to drive improvements in efficiencies to meet customer requirements.
- Monitor, support, mentor and manage the performance and quality output of the team in such a way that a high quality service is delivered by a motivated workforce committed to a customer focused approach. Take appropriate action when performance fails to meet agreed standards in accordance with CCG's disciplinary and grievance and capability policies and procedures
- The production of regular performance reporting information for consultation with line management and provide statistical returns as and when required.
- Support the successful delivery of a high performing, customer focused repairs and maintenance service

- Lead and support the development of new initiatives and service improvement.
- Be responsible for communicating with colleagues within the organisation to aid consistency and promote the sharing of good practice.
- Undertake and oversee regular quality checks to ensure the smooth and efficient running of the service to meet business objectives, quality standards and customer needs within budget and agreed timescales.
- Undertake and ensure departmental duties are in accordance with CCG's service standards.
- Ensure the team's compliance with Health and Safety legislation and that all the team work to the HSE standard.
- Conduct regular checks to monitor consistency of the team's identification of site hazards and ensure risk assessments and risk control methods are in place. Where necessary escalate any team members concerns in relation to hazards and any risk associated with the work in hand.
- Be available to accept standby calls out of hours to field appropriately jobs to relevant operatives on the call out rota.
- Participate in the planning of annual budgets in support of CCG's drive for efficiencies, excellent performance and good practice.
- Oversee prompt team attendance at pre-appointed work and ensure personal and team member's attendance at meetings and training sessions as directed by line management.
- Ensuring and overseeing that dilapidation surveys are complete prior to work being undertaken and completion.
- Ensure that the Senior Operations Manager is appropriately informed of completion of tasks and that maximum productivity is delivered by yourself and your team at all times. Ensure that CCG resources and systems are used to their optimum capacity levels by monitoring their usage and access levels throughout the team.

- Provide and make provisions for operational cover as required for sickness, leave and secondments.
- Deputise for Senior Management as and when the service requires.
- Contribute to the achievement of CCG's performance management framework in particular key personal objectives through the appraisal scheme.
- Ensure information is used in accordance with the Data Protection Act and any other legislative guidelines.
- Work as an effective member of a self managing team with a sense of collective responsibility and purpose and to provide support and advice to colleagues where appropriate.

**SPECIAL CIRCUMSTANCES:**

The Post holder may be required to work unsocial hours on occasions to meet business service requirements and to provide cover for emergencies.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your line manager, Assistant Director or Director

## PERSON SPECIFICATION

	ESSENTIAL/ DESIRABLE
<b>QUALIFICATIONS</b>	
BTEC Higher National Certificate (HNC) or equivalent qualification or experience in a building related subject – part qualified considered	D
GNVQ Level 3 Site Supervisor or relevant experience	E
City and Guilds Advanced Craft Certificate or equivalent qualification or experience in a building related subject appropriate level NVQ.	E
Management Qualification	D
<b>EXPERIENCE, KNOWLEDGE AND SKILLS</b>	
Extensive proven experience in the repairs and maintenance of domestic properties and related assets	E
Previous experience of managing, motivating and developing staff	E
Extensive experience of managing budgets effectively	E
Previous experience of working in an environment subject to changing tasks and priorities	D
Extensive knowledge and good understanding of current health and safety legislation with specific reference to the construction industry. To undertake and carry out risk assessments appropriately to the activity being undertaken	E
Proven ability of consulting and involving all stakeholders`	E
Previous proven experience in inspecting and detailing job specifications.	E
Ability to carry out investigations and provide written comprehensive reports/letters	E
Strong presentation skills and ability to communicate information effectively to a wide range of individuals and external partners using a variety of methods	E
To be fully IT literate and proficient in Microsoft packages and have experience of PDA's (palm top computer)	E
Proven ability to motivate staff and to lead by example, and provide advice and direction	E
Excellent interpersonal skills and a proven ability to communicate effectively with customers and colleagues	E
Experience of contributing to the improvement of services and performances	D

Able to prioritise and organise own and others workload	E
Extensive experience of working in partnership with external organisations as well as within the organisation	E
Being able and available to travel throughout the county	E
To be able to work unsocial hours as and when the service requires	E
Extensive knowledge of Schedule of Rates	E
<b>OTHER</b>	
Full clean, valid driving licence and access to own vehicle	E
<b>LANGUAGE REQUIREMENTS</b>	
A fluent bilingual Welsh/English speaker	E
A fluent bilingual Welsh/English writer	D