

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Complex and Cyclical Repairs Manager	Grade:	PO8
Reports to (Designation):	Head of Repairs		
Directorate:	Quality and Investment	Section:	Repairs

Main Purpose of the job:

As the Complex and Cyclical Repairs Manager at Lewisham Council, you will lead and manage the delivery of complex repairs and cyclical maintenance programmes across the council's housing portfolio. You will ensure all works meet legislative requirements, contractual standards, and quality expectations, supporting the council's commitment to providing safe, sustainable, and high-quality homes for residents.

Summary of Responsibilities and Personal Duties:

- Manage and oversee all complex repairs, including structural, electrical, and plumbing works, ensuring timely and cost-effective delivery.
- Plan, coordinate, and monitor cyclical maintenance programmes such as external painting, roof replacements, communal area upgrades, and planned refurbishments.
- Lead contract management activities including tendering, contractor performance monitoring, and ensuring compliance with health & safety, statutory regulations, and council policies.
- Develop and implement maintenance strategies that extend the lifecycle of council housing assets while maximising value for money.
- Work collaboratively with internal teams, residents, contractors, and other stakeholders to minimise disruption and maintain excellent communication throughout projects.
- Prepare and manage budgets, monitor expenditure, and provide accurate forecasting to senior management.
- Ensure compliance with all relevant legislation including the Building Regulations, Health & Safety standards, and local government guidelines.
- Produce reports and management information on repairs performance, project status, and compliance for internal and external stakeholders.

- Lead, motivate, and develop a high-performing team of repairs coordinators and technical staff.
- Drive continuous improvement through feedback, lessons learned, and innovative practices.

Internal Contacts: All staff within Housing and Property Service and colleagues throughout the council, including cross-functional colleagues involved in collaborative service delivery, strategic planning, and operational support.

External Contacts: MP's, advice agencies, advisers, contractor's and their representatives, tenants and tenant organisations, residents associations and working parties, leaseholders, members of the public, relevant building professionals, consultants, legal advisors and other external agencies.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

DBS Disclosure Required? Yes Basic

(Tick as appropriate – guidance available from your HR Advisor)

PERSON SPECIFICATION

JOB TITLE: Complex & Cyclical Repairs Manager POST NO:

DEPARTMENT: Housing Services

GRADE: PO8

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge:

Understanding of housing repairs contracts, **S**
Schedule of Rates, and financial controls. **S**

Skills:

Strong Excel and data analysis skills; **S**
ability to interpret financial data and present insights clearly. **S**

Experience:

Experience in a commercial or financial role within housing repairs and maintenance. **S**

Professional Qualification and Education:

NVQ Level 3 or equivalent in business, finance, or construction-related discipline (desirable).

Equality & Diversity:

Demonstrates commitment to equality and diversity in service delivery and employment.

Personal Qualities:

Analytical, detail-oriented, collaborative, and proactive.

Circumstances: Ability to work flexibly across office and site locations.