

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Head of Repairs	Grade:	SMG3
Reports to (Designation):	Director of Quality and Investment	Grade:	JNC3
Directorate:	Housing	Division:	Housing Quality and Investment

Main Purpose of the role:

To provide strategic leadership, direction and delivery of the Council's Repairs and Maintenance Service, ensuring that delivery is in line with the Council's Corporate Strategy and Consumer Standards obligations.

To lead, design and deliver responsive, high quality repairs and maintenance services that ensure good quality and safe homes for residents living in council homes, temporary accommodation and other types of housing managed by the council's housing company.

To be responsible for leading a large team of staff delivering Repairs and Cyclical Maintenance services including :

- Acting as a strategic and specialist lead for all aspects of delivery of repairs and maintenance services via the in-house workforce and contractors.
- Leading on the delivery of a target operating model for the service that puts residents at the heart of the service and drives productivity, quality and resident satisfaction.
- Overall responsibility for delivery in line with service standards, the Consumer Standards for Social Housing, health and safety regulations and the Buildings Safety Act 2022.
- Act as enabler and strategic lead for both direct delivery, procurement of services and contractor delivery.
- Design and deliver cyclical maintenance services that prevent deterioration of council homes, reduce the demand for repairs and maximise the lifespan of the stock.
- Advising the political and executive leadership of the council on the development of repairs and maintenance services that maximise the lifespan of the council's stock and keep homes decent and safe.

To be responsible for leading a major element of the Council's landlord and housing authority responsibilities to residents, working closely with other services in the Housing directorate, wider council services, resident-led groups and contractors in the market for delivery.

Contribute to the overall corporate leadership and management of the organisation.

As Head of Repairs you will:

1. Be able to set the strategic vision and direction for the delivery of repairs and maintenance services to residents and as requested by other parts of the Housing directorate, ensuring that value for money is achieved within the Housing Revenue Account and General Fund and on behalf of tenants and leaseholders.

2. Innovate within the service to make best use of ICT and introduce new programmes of work that transform service delivery, improve outcomes for residents and address overspends (e.g. in Disrepair)
 3. Be responsible for professional advice and support in the service area to deliver in partnership with others the council's vision, values and ways of working.
 4. Take overall responsibility for the planning and management of services, ensuring community and resident needs are identified and met.
 5. Ensure the delivery of identified service objectives and standards and continuous improvement against service targets.
 6. Achieve results through the effective management and development of people.
 7. Ensure the effective deployment of financial resources and compliance with statutory professional and organisational frameworks.
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Summary of Responsibilities and Personal Duties:

1. To act as the strategic lead on the council's delivery of compliant repairs and maintenance services to residential homes across the landlord and temporary accommodation estates and under a service level agreement with Lewisham Homes Limited.
2. Manage the delivery of repairs and maintenance services including financial and commercial management, development of skills and capability of team, performance reporting, quality management, management of internal delivery workforce (operatives), complaint handling, repairs contact centre, procurement of external suppliers and contract management.
3. Responsible for an annual revenue budget, typically in the region of £25-30m pa, for staff, materials, fleet, ICT, contracts, compensation and legal fees.
4. Responsible for the delivery of efficient services that represent value for money, within a budget of up to £50m (revenue and capital).
5. Develop a technically skilled, highly motivated team and function with a robust approach to delivering responsive and emergency repairs and cyclical maintenance, ensuring the service is resilient and able to take on new responsibilities as required by developing regulation or local circumstances (e.g. the requirements of the council's housing company of the transferring back of stock from the PFI).
6. Develop an effective strategic governance and decision-making framework for informing and critically challenging development performance to ensure we are continually driving maximum value and innovation. To prepare proposals and decision papers and make recommendations to senior leaders and other committees in respect of the approach to undertaking the development function and where required support the presentation of such papers and reports.
7. To lead on reporting to the Regulator of Social Housing on Repairs delivery and performance and the service's contribution to compliance with the Consumer Standards.
8. To lead on complaint resolution for R&M and interface with internal governance structures and the Housing Ombudsman Service when necessary to evidence positive culture change and compliance with the Complaint Handling Code.
9. Lead on the procurement of diverse contracts that support delivery of R&M and ensure adequate capacity and specialisms to meet our requirements (e.g. on voids, response repairs, resolution of disrepair cases, drainage, roof repairs, windows).
10. Represent the division and the Council's interest both internally and externally creating opportunities to enhance the Council's image, partnerships and services.

11. Act as Adviser to the Mayor & Cabinet, CE, Executive Director and Directors regarding repairs and maintenance. Attend Council meetings as necessary
12. Develop, direct and manage a process of performance management, including statutory Tenant Satisfaction Measures and agreed KPIs for the services in scope, ensuring staff are managed within the Council's Performance and Appraisal Scheme and that financial and performance targets are identified, monitored and managed.
13. Be a member of the division's senior management team (SMT) and make a proactive contribution delivering Directorate and Corporate objectives. Deputise for the Director of Quality and Investment as required.
14. Evidence a commercial approach to contractor and contract management
15. Contribute to the identification and management of risks and mitigating actions within the Council and ensure that all agreed actions are taken, and outcomes monitored.
16. Design appropriate procurement strategy and approaches that will align with the works achieving best value from the market.

Management Roles & Expectations

As a Lewisham Head of Service you will:

1. Ensure corporate and strategic modelling through demonstrating commitment to council values and translating the vision into strategic intent
2. Ensure performance and quality improvement through leading and nurturing others to lead and manage innovative approaches to achieving results
3. Ensure best use of resources through defining priorities and securing appropriate resources to achieve the Council's objectives
4. Ensure services contribute to the corporate whole through interpreting external needs and trends and creating synergies to achieve corporate goals

Business Continuity:

1. Responsible for ensuring robust business continuity plans are in place, tested annually, and embedded within your service.
2. Ensure your services can deliver any required functions during an emergency and provide resources to the incident where required.

All employees are required to;

- Participate in the Appraisal Scheme and to undertake appropriate training and development identified to enhance their work.
- Carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.
- Comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day-to-day activities of the post.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- Treat all information acquired through employment, both formally and informally, in strict confidence.

Contacts

These will include:

Internal Contacts: These include Directors, Executive Directors, the Chief Executive, the Lead Member, ward Councillors, Scrutiny Members, senior staff in other Directorates, members of the key governance boards and working groups.

External Contacts: This may include Public Sector; Chief Executives and Chief Officers/ senior staff of local authorities and other public sector organisations, local MPs, Trade Union officials, council tenants, leaseholders, residents, members of the public, Tenants and Residents Associations, Tenant management Organisations and other bodies that represent residents who live in council housing or temporary accommodation.

Private Sector; Chief Executives and senior staff of private sector organisations, consultants/consultancies, contractors and suppliers, Professional bodies.

Number of fully managed staff: 7 with a total of 115 in the group.

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PERSON SPECIFICATION

Designation:	Head of Repairs	Grade:	SMG3
Reports to	Director of Quality and Investment	Grade:	JNC 3
Directorate:	Housing	Section:	Housing Quality & Investment

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 and 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.

Equal Opportunities	A good understanding and experience of implementing equality and diversity principles and the application of them in a work environment	S
	Commitment to implement the Council's Equal Opportunities Framework	S
Knowledge	An in-depth professional knowledge of housing and delivering repairs and maintenance to residential properties.	S
	An in-depth knowledge of health and safety in the context of social housing and the delivery of regulatory compliant works.	S
	A detailed and practical understanding of existing and pending legislation, issues and financial constraints facing local government and specifically the government policies and standards relating to social housing and how they will impact on a local authority managing a diverse stock.	S
	A thorough understanding of procurement legislation and rules and how to comply with those in the procurement of relevant contracts to support delivery of R&M services.	S
	A clear understanding of the regulatory context in which the council operates as a social landlord and housing authority.	S
	Understanding of the political interface in a Local Authority and the role and needs of elected members	S

Experience	<p>Substantial experience in a relevant professional / management capacity within a large organisation, with experience of delivering high demand repairs and maintenance services.</p> <p>Clear evidence of management experience within a similarly complex and challenging environment.</p> <p>Significant experience and a proven track record of leading procurement and contract management processes.</p> <p>Experience of dealing with a wide range of partners, such as public agencies and the private sector.</p> <p>Experience of reporting on service and performance matters to senior stakeholders and Council committees</p>	<p>S</p> <p>S</p> <p>S</p> <p>S</p> <p>S</p>
Aptitude	<p>The capacity to take a strategic approach to delivery, translating complex issues into action.</p> <p>The ability to think creatively and develop practical solutions to long-term and short-term problems.</p>	
Skills	<p>Excellent communication skills – written, presentational, in negotiations and in conversational. With the ability to adjust styles to meet the needs of different audiences.</p> <p>Analytical skills, including property and development appraisals.</p> <p>Strong leadership skills, including the ability to both lead and support while maintaining high levels of accountability throughout the organization.</p> <p>High levels of political sensitivity and integrity, recognizing both formal and informal political scenarios within an organization.</p> <p>Able to establish effective and productive working relationships with elected Members and other key stakeholders.</p> <p>Be ICT literate to a good professional level.</p> <p>Proven programme and financial management skills.</p>	
Qualifications	<p>Hold full membership with either the Royal Institute of British Architects (RIBA) or the Royal Institution of Chartered Surveyors (RICS).</p>	<p>S</p>

<p>Personal Qualities</p>	<p>A strong and highly motivated leader and team player with energy and credibility who commands the confidence of Members, senior managers, staff, residents and stakeholders.</p> <p>Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively both corporately and collaboratively.</p> <p>Lateral thinking to bring forward relevant and deliverable outcomes.</p> <p>A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect.</p> <p>Evidence of commitment to continued professional development.</p>	
<p>Circumstances</p>	<p>Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines.</p>	