

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

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

Main Purpose of the job:

To lead and manage the operational delivery of Lewisham Council's responsive repairs service, ensuring high-quality, cost-effective, and customer-focused maintenance across the Council's housing stock.

The postholder will be responsible for strategic planning, performance management, health and safety compliance, and continuous service improvement.

Summary of Responsibilities and Personal Duties:

- Lead the operational delivery of the responsive repairs service, ensuring compliance with statutory obligations, Council policies, and service standards.
- Manage a team of supervisors, trade operatives, and lead staff to deliver high-quality repairs and maintenance services.
- Oversee budget management, resource allocation, and procurement to ensure value for money and efficient service delivery.
- Monitor and improve performance against KPIs including first-time fix rates, customer satisfaction, and turnaround times.
- Ensure robust health and safety practices are embedded across all operations, including contractor and subcontractor management ensuring compliance with the health and safety executives practise minimising risks.
- Lead on service transformation initiatives, including digitalisation, sustainability, and customer engagement.
- Conduct regular audits, inspections, and quality assurance checks to maintain high standards of workmanship and compliance.
- Collaborate with internal departments (e.g. Housing Management, Asset Management) and external partners to ensure a joined-up approach to service delivery.
- Represent the service at senior management meetings, resident forums, and emergency planning groups.
- Lead on emergency response coordination for major incidents affecting housing stock (e.g. floods, fires, structural failures).

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.

PERSON SPECIFICATION

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.

DBS Disclosure Required? Yes

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

PERSON SPECIFICATION

JOB TITLE: Repairs Operation Manager

POST NO:

DEPARTMENT: Housing Services

GRADE: (PO8)

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Knowledge:

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

Skills:

Excellent communication and stakeholder management skills.

problem-solving abilities.

Proficiency in using housing management and repairs systems.

Experience:

Strong leadership and people management skills, with experience managing multi-disciplinary teams. **S**

Demonstrable experience in budget control, contract management, and performance monitoring.

In-depth knowledge of building regulations, health and safety legislation, and housing standards. **S**

Professional Qualification and Education:

HNC/HND or equivalent in Construction, Building Surveying, or Maintenance experience.

Equality & Diversity:

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

Personal Qualities:

Collaborative, and proactive.

Ability to work under pressure and manage competing priorities.

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