

| | |
|-------------------------|---|
| Designation: | Operations Manager |
| Grade: | Stroud 8 |
| Hours: | 37 Hours per week |
| Location: | Littlecombe Depot, Dursley |
| Job Purpose: | To develop, lead and manage Stroud District Council's Housing Repairs & Maintenance Service including, with the support of external contractors, returning empty properties back into use. To ensure the service works in synergy with corporate objectives providing a high quality, effective service which is responsive to customer needs and aspirations delivered within available resources. |
| Responsible to: | Head of Contract Services |
| Responsible for: | Heating & Electrical Manager, Maintenance & Voids Manager and Business Support Manager. |

KEY DUTIES

- Lead maintenance operations and service delivery ensuring works are delivered to time cost and quality requirements also ensuring that properties meet the current and future needs of occupiers. Providing direction and vision for the service, managing and motivating staff.
- Empower and motivate staff to develop new skills and embrace service change through a performance management framework
- Oversee staff resources in terms of recruitment, training, support, complaints and performance, including the effective management of 121's of direct reports.
- Work with senior management in the delivery of change management, cultural change and on-going reviews of service development and improvement
- To provide regular performance management information that supports the development and review of relevant policies, strategies, procedures, Business Plan and performance management
- To ensure budgetary control is maintained within agreed targets
- To identify key strategic and operational objectives for the repairs and void service. Preparing and working to a personal plan including linking key objectives to the service and organisational strategic plans
- To develop and introduce practices for managing emergency, non-emergency repairs, relets and Out of Hours services that overcome difficulties preventing targets being achieved
- Applying LEAN techniques reflecting core customer needs to improve service quality by removing waste from processes and minimising unnecessary steps
- Making recommendations on efficiencies and savings. Implementing agreed changes
- To develop and maintain integrated service, planning, scheduling and

management information systems that build the capability and capacity of the service to monitor and maintain accurate and comprehensive information thereby allowing informed decision making and the provision of efficient and effective maintenance operations. Ensure that the integrity of information is maintained for audit and performance management purposes

- Ensure that rigorous and objective performance monitoring is undertaken with appropriate reporting mechanisms for key stakeholders including tenants and leaseholders in formats ensuring accessibility
- Ensure the team effectively manages contractors through a comprehensive quality assurance system including contract administration and proactive budget monitoring
- Maintaining and regularly reviewing an approved list of contractors to ensure sufficient cover for all trades in all areas
- Act as lead “client” function to finance, IT and other support functions to ensure the service is provided with the support it requires
- Act as a point of escalation for the resolution of complaints and other issues in connection with other service managers across the Council
- Ensure that the Repairs and Maintenance team implements its commitment to delivering an excellent customer focused service, has awareness of the sector and its current and emerging challenges, promotes customer involvement, and looks for ways to exceed customer expectations and invite feedback
- Ensure goods, services, and works procured comply with current EU Procurement Directives, UK procurement legislation and the Council’s Procurement procedures and strategy
- Prepare and present reports to Committees of the Council
- To be a designated on call person for out of hours on a rota basis
- Ensure compliance with GDPR

SKILLS AND KNOWLEDGE

- HNC or Degree qualification in a building services, construction, or related field.
- Have extensive post qualification experience of property and construction gained in the public/and or private sector.
- Knowledge of the Health and Safety legislation as it applies to Direct Labour Organisations.
- Technical and procedural experience of housing repairs and void operations
- Comprehensive working knowledge of the statutory operating environment for undertaking construction, repairs and maintenance works.
- Excellent report writing skills.
- Experience of successfully implementing change management and continuous improvement.
- Management of large budgets to meet financial and performance targets
- Excellent understanding of Contract Management Law, Procurement, Construction techniques, design and project management processes
- Ability to work unsupervised and manage workloads and deadlines for a number of tasks simultaneously.

- Effectively develop solutions with minimal or no supervision
- Have an ability to understand, complex financial data, and to develop business and financial plans.
- Ability to build and maintain strong relationships with partners, operational teams, and service support teams in their designated area of responsibility
- Experience of managing and developing of staff.
- Performance manage teams to maximise productivity.
- Have experience of presenting complex data to non-technical audiences
- Promote a climate of high performance and quality standards, continual improvement and value for money.
- Fully IT Literate with excellent written and verbal skills.

COMPLEXITY AND CREATIVITY

Required to exercise discretion in a range of areas where advice is not normally available and where policy, procedures and working standards provide only general guidelines.

JUDGEMENT AND DECISIONS

- Operates within a framework set by Corporate and Service Area Management Team, but with freedom to influence and shape service.
- Examining various reports, invoices, records, and statistical data highlighting to the post holders' and line manager anything where further investigation may be required or a decision needs to be made.
- Work is carried out within defined rules and procedures involving decisions chosen from a range of established protocols, but may on occasion require challenge.

CONTACTS

Members of the Council
Members and staff of other local authorities'/partner agencies suppliers Contractors
members of the public.
Tenants and leaseholders.

RESOURCES

Responsible for the proper use and safekeeping of, surveying, servicing equipment

and high cost materials.

TRAVEL DESIGNATION

HMRC Mileage rates will apply.

GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.