

## **JOB DESCRIPTION**



<b>POST TITLE:</b>	<b>Repair &amp; Disrepair Manager</b>
<b>POST NUMBER:</b>	<b>HB38</b>
<b>GRADE:</b>	<b>I</b>
<b>RESPONSIBLE TO:</b>	<b>Operations Manager for Housing</b>
<b>RESPONSIBLE FOR:</b>	<b>Repairs &amp; Disrepair team and relevant contracts and external providers</b>
<b>LIAISON WITH:</b>	<b>All housing tenants, employees and workers within Mid Devon Housing, Contractors, Trade bodies, Communications and Customer Services, Elected Members, Corporate Management and Leadership Teams and official Government agencies, other local authorities and employers</b>

### **KEY CORPORATE ACCOUNTABILITIES:**

To be accountable for and ensure an effective, quality and comprehensive multi-tenure repair & disrepair management service within Mid Devon Housing (MDH), which meets legal and regulatory requirements including compliance with the RSH consumer standards and Housing Ombudsman Complaints Handling code, health and safety legislation, achieves performance targets and maximises customer satisfaction.

To be the lead Officer within Mid Devon Housing in relation to repair & disrepair management including: compliance with Awaab's law, homes, communal areas and shared spaces and relevant assets within our stock.

Contribute to Risk Management of stock including stock condition and compliance with disrepair and wider safety standards, including financial management practices within the remit of the post.

To support the Operations Manager for Housing and Head of Housing and Health in the delivery of the Council's strategies and statutory obligations relating to this area of work ensuring that staff are supported and empowered to deliver the best service possible and that staff, Elected Members and residents are kept informed about best practice and any legislative changes.

To be part of the wider senior management team of Mid Devon Housing and contribute to service development in co-operation with other colleagues.

### **KEY SERVICE ACCOUNTABILITIES**

1. To lead, manage, develop and motivate all teams and staff within your direct management ensuring that there is adequate cover at all times during the normal working week to provide a tenant first service.
2. To lead on assurance that the statutory tenant and estate management outcomes of the RSH consumer standards including the formal consumer standards Code of Practice are met with regard to the delivery of Mid Devon Housing (MDH) services.
3. To promote an effective repair & disrepair management service across MDH and support other teams in the delivery of a wider housing function that makes the most of customer contact and supports our tenants. This will involve working closely with other functional leads and the senior management team of MDH around all aspects of customer experience.
4. Responsible for the development and operational delivery and key policy and process in respect of repair & disrepair management including the MDH Damp and Mould Policy.
5. Responsible for the delivery of the repairs and disrepair interventions in accordance with the Asset Management Strategy and budgets set by the Operations Manager for Housing.
6. To assist the Operations Manager for Housing in the co-ordination of the Asset Management Strategy and budget setting. To assist in the preparation and to control the budget for relevant teams helping to ensure that expenditure is monitored, value for money and efficiency achieved and that financial procedures are correctly applied.
7. To ensure that the Financial Regulations in relation to procurement of works, services, and materials, are explicitly complied with. To monitor spend against budget on all contracts under the control of the post holder, and report to the Operations Manager for Housing of any potential risk of significant variance.
8. To ensure that there is a complete and up-to-date Contracts Register in accordance with the corporate requirements where they are the contract owner.
9. To contribute to the Council's achievement of its housing targets and objectives across all service standards and performance indicators.
10. Responsible for the delivery of a customer-focused, effective responsive housing disrepair and property management service in accordance with relevant aspects of MDH policies and strategies in close liaison with other housing managers and the Operations Manager for Housing.
11. To assess the effectiveness of repair & disrepair management activities and seek out opportunities to improve them. This will include research and recommend innovative and effective ways to tackle disrepair. Represent MDH on sector, operational and policy groups, where appropriate.
12. To monitor performance indicators relating to repair & disrepair management providing narrative to explain outcomes and suggesting service improvements as appropriate to increase performance and tenant satisfaction levels.

13. To provide lead service accountability for disrepair legal cases and claims inc. team and contractor competencies and training to support an effective disrepair service.
14. To lead and coordinate policy development, complaints insights and lessons learnt, tenant engagement and liaison as it relates to all areas of housing repair & disrepair delivery to ensure that the needs of tenants are met during any projects. The lead on stage 2 level complaints across MDH as assigned alongside other functional leads within the service.
15. To work closely with the Customer Manager, Housing Technical Support Team, Customer First and the corporate Communications Team to ensure effective tenant customer management and communication.
16. To ensure that service delivery and performance is monitored and delivered in accordance with statutory and regulatory requirements, service standards, policies, procedures, and relevant Codes of Practice.
17. Ensure that the Asbestos regulations and relevant surveys, gas safety, fire safety, legionella, Construction (Design and Management) Regulations and all other relevant guidance and legislation relating to Health and Safety is explicitly complied with.
18. To ensure that there are sufficient risk assessments and safe systems of work in place for all works undertaken.
19. To undertake periodic reviews with staff to set targets to monitor performance and plan career development and training needs. To ensure compliance with policies and procedures whilst at the same time ensuring that the team works efficiently and effectively. To identify and monitor performance, providing advice and guidance to staff on any aspect of the service. To implement disciplinary issues up to the formal stage of enquiry.
20. Prepare performance reports, presentations and briefings for other colleagues, Elected Members, residents and other stakeholders.
21. To act as a Duty Manager for the Service, potentially out-of-hours, should the need arise. To be on the cascade list for any out-of-hours calls unable to be dealt with by the call centre, should the need arise.
22. Fulfil the role of 'Standby Coordinator' providing advice and guidance to both the Call Centre and standby operatives during work hours, in order that they may in turn complete effective and efficient out of hour repairs as required.
23. To be responsible for all aspects of fleet management within the service, including booking of MOT's and servicing, to assist the Operations Manager for Housing in producing Vehicle specifications for vehicle renewals.

## **OTHER DUTIES:**

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade. This may involve

leading on decision-making in connection with housing management issue when the Operations Manager for Housing is not available.

### **HEALTH AND SAFETY:**

The Council has a health and safety policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

### **DATA PROTECTION:**

It is the responsibility of the Post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

### **EQUAL OPPORTUNITIES**

The Council is committed to providing equality of opportunity, and has an Equal Opportunities Policy, which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Policy.

### **EMERGENCY PLANNING**

The post-holder will be expected to perform specific duties during an emergency as defined by the Civil Contingencies Act 2004 and the Council's Emergency Plan. This will include familiarisation with the roles and responsibilities of the Council's Emergency Planning, attendance on emergency planning training, exercises, courses, workshops and seminars

The officer may be required to respond to emergencies during unsocial hours.

**Date: August 2025**

## MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

**The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter**

## **PERSON SPECIFICATION**

### **DISREPAIR MANAGER**

<b>CATEGORIES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• Relevant Level 4 housing qualification accredited by Chartered Institute of Housing (CIH) or be working towards</li> <li>• Membership of Chartered Institute of Housing (CIH)</li> <li>• A building degree and two-years relevant experience repairs/disrepair experience or 5-years relevant experience of managing teams in the building environment</li> <li>• Experience in claims management</li> <li>• Experience of managing a small team</li> </ul>	<ul style="list-style-type: none"> <li>• Transparent trail of experience in housing and construction management</li> <li>• Team leading management qualification</li> <li>• Experience in the use of MRI and related asset management software</li> <li>• Project management qualification or prepared to work towards one</li> <li>• MCIOB or MRICS membership or be working towards</li> </ul>
<b>Knowledge and Expertise:</b>	<ul style="list-style-type: none"> <li>• Up-to-date knowledge and expertise in the operational aspects of housing including the RSH consumer regulation regime and statutory consumer standards and the requirements of the Housing Ombudsman</li> <li>• Up-to-date knowledge and expertise of the statutory and regulatory obligations relating to the management of social housing</li> <li>• Ability to manage and monitor budgets</li> <li>• Proven knowledge and understanding of partnership and multi-agency working</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of disrepair case legal processes and working with tenants who have complex lives</li> <li>• Experience in drafting statements to support legal processes</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Significant communication skills, particularly in motivating, negotiating and persuading others</li> <li>• Ability to write clear and concise reports and related action plans and communicate these effectively</li> <li>• Good numeracy and literacy skills in order to be able to write complex reports and interpret statistics</li> </ul>	<ul style="list-style-type: none"> <li>• Practical understanding of change management principles</li> </ul>

CATEGORIES	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> <li>• Ability to monitor team performance to ensure achievement of realistic but challenging performance targets</li> <li>• Highly developed IT literacy skills</li> <li>• Ability to deliver a customer-focussed service</li> </ul>	
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Committed to equality of opportunity and understanding of diversity issues</li> <li>• A confident manner, with the ability to inspire, motivate and develop a team</li> <li>• Committed to the provision of a high quality, tenant oriented service</li> <li>• Ability to manage a varied workload</li> <li>• Ability to work effectively in partnership with colleagues, resident and external partners</li> <li>• Ability to work well under pressure</li> <li>• Maintains confidentiality</li> </ul>	
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• Must be mobile and able to efficiently visit residents and properties in all parishes and wards across the District</li> <li>• Full driving licence</li> <li>• Flexible approach to the requirements of the job, being able to attend occasional evening meetings</li> </ul>	

**Date: August 2025**