



## JOB DESCRIPTION

<b>Job Title:</b>	Local Delivery Maintenance Manager
<b>Reports To:</b>	Local Delivery Manager / Senior Local Delivery Manager
<b>Team:</b>	Local Delivery Team
<b>Directorate(s):</b>	Operations
<b>Grade:</b>	BHA B7
<b>Job purpose:</b>	<p>Working effectively with the Local Delivery Manager and Team Leader(s) providing frontline services to our residents.</p> <p>Working in a multi-disciplinary team supporting with Housing functions but taking a particular lead for responsive repairs and empty homes (voids) in the specified geographic area.</p>

### Overview:

#### 1. Key skills to do the job

- Leadership and management skills to effectively help lead an outcome focussed team with a wide variety of professional knowledge, skills and experience, some of which will be different to your own, within the constraints of approved policies and procedures
- Ability to stay aware of and interpret relevant legislation and regulation applicable to the responsibilities of your team and to ensure that the area operations team comply with them.
- A positive attitude to cross team and cross directorate partnerships to ensure that we provide the best service we can achieve for our tenants and prospective tenants within the constraints of our approved budgets
- A thorough knowledge and understanding of Property Maintenance and the ability to identify a scope of works required in tenanted homes and empty homes (voids).
- Skills to oversee contract management for a small number of suppliers and/or contractors to ensure we comply financially and their performance is monitored

#### Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings

and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

**Openness**

You will admit to mistakes and learn from them.

**Responsible**

You will actively use your skills and knowledge to ensure high quality outcomes.

**Collaborative**

You will support Broadland's one team approach and challenge silo working when you are aware of it.

**Fair**

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

**Innovative**

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

**Reliable**

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

**Trustworthy**

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures

**2. Communication & Interpersonal Skills**

- Ability to communicate at all levels, both internally and externally using all mediums of communication, including ability to deliver high quality professional presentations and well-structured written reports.
- Ability to mentor, coach and support team members, as appropriate, in order to support high levels of staff engagement and to deliver high levels of tenant satisfaction with our services.
- Ability to demonstrate professionalism when engaging with tenants, external stakeholders, consultants and board members and to be an effective ambassador for the Association.

**3. Delegated authority**

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless

stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

### **Key activities of the role:**

- To take ownership for providing and delivering an efficient repairs service in own area, and supporting across all Broadland properties. Supporting with customer enquiries / satisfaction, quality assurance, efficient working and swift resolution of issues.
- To deliver an effective and timely empty homes (voids) service both within assigned geographic area and working closely with peers to support the service across all Broadland properties.
- To manage repairs and maintenance service issues and complaints to avoid becoming bigger issues. To escalate more serious or complex complaints to the relevant Local Delivery Manager.
- To monitor operative performance and efficiency through reviewing data/evidence and post inspections. To ensure any performance concerns are addressed through appropriate route (HR, Line Manager)
- To support with H&S and Compliance matters in area e.g. inspections, risk assessments, tool box talks.
- Taking lead on business incidents (e.g. emergencies) in area.
- Working effectively with the Senior / Local Delivery Manager, to help deliver the functions of the Local Delivery team within approved budgets, policies and procedures and consistent with programme planning undertaken by the Asset/Technical Services team, in order to meet agreed performance targets.
- To maintain strong links with all Technical Managers and/or specialists to ensure joined up approach to managing work flows.
- To work closely with the Technical Services Manager to identify complex repairs and support in identifying and directing resource to such jobs.
- To provide pastoral line management to allocated roles – which will include a mix of roles from Local Delivery, and won't just be those from a Repairs and Maintenance Background.
- To work with the relevant Technical Managers to ensure Electrical & Heating Servicing and Repairs and Planned Works are delivered efficiently.
- Support the Local Delivery Manager in ensuring the Communal Cleaning, Estate Maintenance, Scheme Manager and Tenancy Support is being successfully managed in the geographic area.
- To provide support and cover when the Local Delivery Manager and Local Delivery Team Leaders in the geographical area are absent from the business.
- Motivates employees to deliver excellent services and support to each other.
- Supports and promotes tenant engagement activities within your area, in conjunction with the Communication and Tenant Participation team
- Champion excellent customer care throughout BHA. Attending Tenant involvement events and groups as appropriate.

### **Common Features applicable to all roles within Broadland:**

- Flexibility in out of hours working, as business needs dictate, including attending tenant participation and training events out of normal working hours.
- Participate in the out of hours rota
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission, values and behaviours of the Corporate strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Association for it to fulfil its legal obligations.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. These principles apply to all systems containing personal data that you use, and all personal data that you process or have access to. Full details can be accessed via the Data Protection Policy.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



## PERSON SPECIFICATION

**Job Title:** Local Delivery Maintenance Manager

### Essential Criteria

#### Qualifications

- A minimum of GCSE level Qualification to include passes in Maths and English
- A good knowledge of the general building/construction industry and an HNC or similar qualification
- Driving Licence

#### Experience

- Managerial experience in repairs and maintenance with in-house delivery.
- Ability to understand work with multiple trades
- Knowledge and understanding of compliance requirements for repairs and maintenance and regulatory requirements for housing associations
- Coordinating or managing projects, improving team processes and procedures and gaining the necessary employee buy-in
- Ability to work collaboratively as appropriate for the benefit of the business, forms strong networks with peers & colleagues.
- Champions digital improvement & has strong digital competence (to include outlook, Teams and database use).
- Influences, supports team with effective performance management.
- Effective budgeting, financial administration and other finance abilities.
- Application of strong numerical, verbal and written communication skills.
- Collaborative multi agency/ partnership working to achieve results.
- Demonstrating effective communication at all levels, including to large groups & Senior Management.

### Desirable Criteria

#### Qualifications

- Health and safety qualification
- Educated to A Level or equivalent Level 3 qualification
- Management Training or Qualification
- CIH Qualification

#### Experience

- Using Social Media to promote services and increase customer engagement  
Experienced in Coaching to influence and create successful teams.