



WEST LANCASHIRE BOROUGH COUNCIL

JOB DESCRIPTION

Directorate:	Housing and Inclusion Services
Service:	Property Services
Section:	Day to Day Maintenance
Job Title:	Response Maintenance Manager
Grade:	PO2
Designated Line Manager:	Deputy Property Services Manager
Directly Responsible for:	Senior Surveyor (Day to Day Maintenance) Senior Repairs Support Officer Senior Building Surveyor
Car Categorisation of Post:	Essential

Purpose of Job:

To lead, co-ordinate and develop the Response Maintenance Service within the property services section. This will include the preparation, procurement and supervision of maintenance and void contracts.

Core tasks:

1. To be responsible for all aspects of the management of the response maintenance service, including out of hours response for Council housing related assets including all aspects of specialist maintenance services, e.g. maintenance of lifts, fire alarms, door entry systems, ensuring property is maintained to the highest standards.
2. Responsible for the day to day technical and operational management of the repairs and voids service, ensuring effective policies and procedures are in place.
3. Responsible for the preparation, procurement and supervision of day to day maintenance and void contracts. To work jointly with the Housing Management Team to deliver a coordinated, seamless approach to void management.
4. Understand, monitor and consistently deliver against customer, budget and operational KPI's using customer feedback to shape and improve services and performance.
5. Operate within an assigned budget and deliver agreed financial and operational targets.
6. Motivate staff and promote excellence by positively managing performance.
7. To ensure that contract terms are adhered to and ensure the Council and contractors are complying with their respective obligations.
8. Develop and action a strategy for the on-going improvement of the repairs service, utilising established performance indicators benchmarked and using technology to drive efficiencies and improve service delivery.

9. Ensure that the Repairs Back Office deliver a customer focused and quality response ensuring the overall service meets customer's expectations and needs.
10. Be responsible for health and safety issues relative to the staff and functions within the postholders remit and ensure staff are adequately trained and appropriate risks assessments are in place.
11. Prepare reports and attend formal council meetings/committees and involved residents meetings as and when required.
12. Effectively manage and inspire staff in accordance with Councils policy and procedures including any disciplinary or grievance matters.
13. Deal with disrepair claims, complaints and respond to correspondence from MP's, Councillors, Residents Associations and individual tenants in a timely manner.

Customer Care: To meet the Council's Standards of Customer Care at all times.

Core Tasks: To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

Equal Opportunities: The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

Health & Safety: All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

Legislation: To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

Training & Development: To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

The above duties and responsibilities do not include or define all tasks, which may be required to be undertaken by the post holder. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Prepared by:	Frank Lee	Date:	September 2019
Approved by:	Jacqui Sinnott-Lacey	Date:	September 2019