

Job Description

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|-------------------------|---|
| Job Title: | Director – Repairs & Maintenance Service |
| Directorate: | Housing, Regeneration and Operations |
| Responsible to: | Corporate Director – Housing, Regeneration and Operations |
| Responsible for: | Repairs & Maintenance Service |
| Grade: | DH4 |

Job Purpose

The core purpose of this post is to ensure effective stewardship of the council's property assets through effective and efficient management of the Corporate Estate including repairs and maintenance and facilities management, to achieve corporate priorities and excellent services to our customers in line with regulations.

The post-holder will be responsible for ensuring that the council meets its statutory duties with respect to the Housing Revenue Account related functions. The post-holder will be responsible for ensuring compliance and adherence to health, safety, statutory, legislative and regulatory standards across the entire Corporate Estate.

Key Accountabilities

Role specific

1. To support the Corporate Director in translating strategic vision and priorities into operational plans, monitoring their progress on a regular basis, identifying exceptions and risks and putting in place appropriate strategies to address issues.
2. To act as the Council's lead officer for the repair and maintenance of the council's estate, including the development, implementation and management of the council's repairs and maintenance strategy which aligns with the overall strategic objectives.
3. To define and deliver the long-term plans for asset management, preventative maintenance and service delivery.
4. To develop and implement a long-term facilities management strategy which plans for the future space and infrastructure needs of the organisation.
5. Compliance with the regulators Consumer Standards, including in particular the standard relating to repairs and maintenance.
6. To provide clear and timely operational and strategic advice, guidance and support to the Corporate Director, Chief Executive, Elected Members and senior management team, actively contributing to corporate policy and strategic decision making.
7. To ensure optimum models of service delivery based on business intelligence and best practice.



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8. To drive service and business transformation opportunities to achieve continued excellence and efficiency and improved services for our residents.
9. Develop a strong contract management function and lead the improvement of housing repairs, actively exploring and harnessing innovation and best practice.
10. To drive sustainability initiatives to reduce the environment footprint of our facilities.
11. To ensure resilience in service delivery, based on excellent planning and logistics.
12. To demonstrate innovation and continuous improvement in the way that services are provided and the community is served, reflecting the council's ambitions as a digital-first authority, a commercial council and in promoting asset-based community development.
13. To promote a clear focus on quality assurance, service accessibility and responsiveness, maximising customer involvement and insight, to contribute to the development of sound leadership and a high-performance management culture within the Directorate.
14. To act as steward for the corporate and commercial property assets in the council's ownership in accordance with the Asset Management Plan, including management of the investment programme to maintain these assets.
15. To maximise the use of our assets through a full asset rationalisation programme driven by service needs and through new ways of working
16. To provide specific oversight of the delivery of children and young people services estate requirements including oversight of the schools PFI arrangements

Corporate

1. To determine the best models of service delivery, across the division which delivers a high-quality customer experience, achieves high performance and contributes to the council's ambitions to be a commercial council.
2. To develop/negotiate joint approaches to local service planning and delivery in partnership with all the relevant internal and external services providers and regional and national bodies.
3. To support and implement the Council's budget strategy within Government controls, including delivering on the requirements set by the section 151 officer on senior budget holders.
4. To develop and maintain appropriate relationships with diverse stakeholders including; elected members, council officers, local communities, businesses, Government departments, and other external agencies in order to maximise capacity and pool resources wherever possible, including undertaking work with and for other LAs.
5. To ensure the Council is equipped and supported to address all Government inspection and other external scrutiny in order to secure positive outcomes and high levels of achievement.
6. To ensure that the right systems, policies and procedures are in place which secure a high standard of probity, regularity and control at all times, including with respect to information governance.
7. Actively contribute to the role of the local authority as a corporate parent, in supporting our looked after children and care leavers to thrive
8. To embrace and role model the council's commitment to develop a culture of continuous improvement and restorative practice.



City of
Stoke-on-Trent

9. To ensure all employees within the portfolio have clear delivery plans, both in terms of their team as well as individually so that responsibility for achieving outcomes is shared and accountability is clear.
10. To act as an ambassador for the Council, promoting and enhancing the authority's image as a Member-led authority ambitious for the city, supporting the formation of strategic alliances and developing effective working relationships on a local, regional and national basis.
11. To lead on excellent employee relations through staff consultation and regular contact with Trade Union representatives at all levels.
12. To promote equal opportunities with our communities and staff through personal example, open commitment and clear action.
13. To develop a positive working environment encouraging active involvement of employees in shaping the co-production and delivery of services.

Key result areas

- Build and lead a high-performing repairs and maintenance team.
- Ensure responsive and effective service delivery to tenants and clients.
- Ensure full compliance and adherence to health, safety and regulatory standards.
- Maximise the value and lifespan of the council's assets through effective maintenance programmes.
- Achieve top-quartile performance for key performance indicators and service outcomes.
- Leverage technology to enhance operations and service delivery.
- Foster a customer-focused culture where tenants are involved in designing and developing approaches to service delivery.
- Effective and efficient procurement, maintenance and use of the Council's resources.
- High customer and staff satisfaction levels in access and service delivery, achieving top quartile performance.
- Raised profile for Stoke-on-Trent, locally, regionally and nationally, so that it is recognised as a leading deliverer of a high-quality repairs and maintenance service.
- Effective and innovative policies, systems, procedures and service delivery models
- Effective controls and standards to ensure the efficient use of Housing Revenue Account resources.
- High-levels of employee satisfaction with the facilities they use and work in.
- A high-quality maintenance and facilities services to ensure the corporate estate is fit for purpose.

These duties are neither exclusive nor exhaustive and you may be expected to undertake duties and responsibilities, as directed by the Corporate Director or Chief Executive.



City of
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- **Gross expenditure:** £28.6m
- **Gross income:** £0
- **Capital budget:** £35.8m
- **Staff:** 458

Person Specification

Job Title: Director – Housing Repairs and Maintenance Service
Directorate: Housing, Regeneration and Operations

Requirements - evidenced by: **a:** application form **b:** test **c:** interview

| Knowledge and Qualifications - Technical | a | b | c |
|--|----------|----------|----------|
| A property related professional qualification (MRICS, CIOB CEng or similar) with evidence of continuous professional development. | ✓ | | |
| Post Graduate Leadership qualification. | ✓ | | |
| Extensive experience of property management, maintenance, facilities services, construction, property acquisition and disposal and development gained across the private and public sector | ✓ | | ✓ |
| A thorough understanding of the statutory and regulatory framework within the service area in particular in relation to Property Asset Management Plans, Strategy, Construction, Compliance, Maintenance, Energy and Conservation. | ✓ | | ✓ |

Competency Framework

Should you be shortlisted, you will also be assessed on the following competencies, where you will need to demonstrate/evidence how you meet the criteria.

| Leading and Deciding | a | b | c |
|--|----------|----------|----------|
| Deciding and Initiating Action Takes responsibility for actions, projects and people; takes initiative and works under own direction; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks. | | ✓ | ✓ |
| Leading and Supervising A strong leader with energy, flair, resilience and credibility, provides others with a clear direction; inspires, leads, motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour. | | ✓ | ✓ |

| Creating and Conceptualising | a | b | c |
|--|----------|----------|----------|
| Formulating Strategies and Concepts | | ✓ | ✓ |



| Creating and Conceptualising | a | b | c |
|---|----------|----------|----------|
| Works strategically to realise organisational goals; demonstrates creativity, initiative, resourcefulness and resilience, sets and develops strategies; identifies, develops positive and compelling visions of the organisations future potential; takes account of a wide range of issues across, and related to, the organisation. | | | |

| Organising and Executing | a | b | c |
|--|----------|----------|----------|
| Planning and Organising Sets clearly defined objectives; plans activities and projects well in advance and take into account of possible changing circumstances; identifies and organises resources needed to accomplish tasks; manages time effectively; monitors performance against deadlines and milestones. | | ✓ | ✓ |

| Adapting and Coping | a | b | c |
|---|----------|----------|----------|
| Coping with pressures and setbacks Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life. | | ✓ | ✓ |

| Enterprising and Performing | a | b | c |
|---|----------|----------|----------|
| Achieving personal work goals and objectives Accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities. | | ✓ | ✓ |
| Entrepreneurial and commercial thinking Keeps up to date with competitor information and market trends; identifies business opportunities for the organisation; maintains awareness of developments in the organisational structure and politics; tenacious drive for continuous improvement, demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value. | | ✓ | ✓ |