

Job Description and Person Specification

Job Title:	Operations Manager (Voids)
Department:	Property
Section:	Repairs and Maintenance
Grade:	People Manager
Responsible for:	Operational performance of approximately 60 trade staff within the Voids repairs team, Repairs Managers and associated sub-contractors Operational budget responsibility of approximately £5m.
Responsible to:	Head of Property Maintenance
Purpose of the Post:	<p>Responsibility for the effective planning, delivery and co-ordination of Gentoo's Voids building trades repair works in domestic and commercial properties</p> <p>Scope includes Void management & Surveying team, Joinery, Multi-Maintenance Operatives, Bricklaying, Plastering, Fencing, Decorating, General maintenance Employees, Electrical, Plumbing and Roofing.</p> <p>The postholder must ensure a comprehensive approach is developed and implemented to the reduction of risk associated with these disciplines and that Gentoo's responsibilities are fully discharged.</p> <p>Support the Head of Property Maintenance in the development and delivery of a high quality Void Repairs strategy so that work and resources are effectively planned and managed to maintain Gentoo's Repairs and Maintenance and Lettings requirements, ensure legislative and Regulatory requirements are met and that service delivery meets the needs of all internal and external customers and stakeholders.</p>

Principal Accountabilities:

- Delivery, co-ordination and overall performance management of all elements of the Voids Repairs operation and its related functions ensuring that all aspects of void repairs delivered to legislative, regulatory and industry standards.
- Responsibility for the management, maintenance and development of performance and business planning information for the Voids management team.
- Maintain records on the Group's data management systems including checking and accepting invoices from contractors to ensure a seamless service provision.
- Ensure that the above services are delivered on time, within cost and to quality standards

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- Responsible for management of void repairs process adhering to the Group's Lettable Standard.
- Ensure the department fully complies with all quality control procedures detailed in the relevant policy and procedure documents.
- To assist in ensuring all personnel working in Gentoo Group buildings are suitably qualified to carry out the work required.
- Ensure that works and resources are programmed effectively including the implementation and maintenance of daily/weekly/monthly work schedules, to ensure the control of labour surpluses/shortfalls against workloads.
- To assist in setting and managing budgets with regular (monthly) reports on variance to budgets and forecasts with recommendations for efficiencies where appropriate.
- Reviewing Gentoo's data, information and assets, inputting local and specialist knowledge into the works planning process, establishing clear priorities for investment and defining a clear scope of works specifications.
- Implementation of the CDM requirements and appropriate management of relevant parties.
- Responsible for working closely with the Group's Asset Management teams to advise on priorities for investment and key component replacements.
- Issue, verification and payment of contractors accounts, agree variations and obtain and provide estimates for works as required.
- Ensure that productivity levels are maintained across all areas of responsibility.
- Ensure efficiencies are derived from all areas of operations
- Ensure that the Group and its staff comply with all legal, statutory and Regulatory requirements and industry best practice.
- Manage the process of staff training, appraisal and development are carried out in accordance with requirements and develop appropriate training plans with colleagues in HR.
- Ensure compliance with all Health and Safety legislative requirements within the division including producing and monitoring Risk Assessments and Method Statements where required.
- Ensure that the Group's Financial Regulations are adhered to.
- Maintain personal professional competence and an awareness of changes in legislation or best practice relating to your areas of responsibility.

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The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

Cultural Values:

- Do the right thing.
- Make a difference.
- Work together.
- Keep learning.
- Give all you've got.

Group Responsibilities:

The post holder will act as an ambassador for Gentoo Group.

The post holder must at all times comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. The post holder will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must at all times comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the aims and objectives of our Environmental Strategy and draw to management's attention any adverse environmental impacts as well as actively engaging with the Planet Smart philosophy.

The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day to day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.

Employee Name:	
Employee Signature:	Date:

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This Person Specification lists the essential skills, attributes and experience that are necessary in order to successfully carry out the job. **Please illustrate on your application form how you meet the requirements of the post.**

Skills and Knowledge:

- Knowledge of Repairs and Maintenance policies and legislation
- Demonstrable knowledge of management and leadership skills to engage and motivate colleagues to work effectively both individually and as a team in a changing environment.
- Knowledge of Social Housing and proven ability to deliver an outstanding service to tenants.
- Demonstrable experience in building and maintaining successful relationships to present authority, presence and integrity and to gain respect from internal & external stakeholders.
- Understanding and ability to work as a flexible team member, contributing to a wide range of corporate and operational challenges.
- Demonstrable experience of a centralised corporate IT system encompassing repairs and and performance mananagement.
- Demonstrable knowledge of management and leadership skills to motivate and inspire staff to work effectively both individually and as a team in a changing environment.
- Demonstrable experience in building and maintaining successful relationships to present authority, presence and integrity and to gain respect from internal & external stakeholders.
- Understanding and ability to work as a flexible team member, contributing to a wide range of corporate challenges.
- Knowledge of sheltered and supported housing.
- Knowledge of the challenges of delivering a high volume, high value repair works programme within the social housing sector together with experience to overcome these challenges.
- IT literate with thorough understanding of IT and how effective these systems can support the efficiency of organisations.
- Relevant and current knowledge of legislative, Regulatory and statutory requirements and key issues relevant to the post.
- Detailed understanding of M3NHF Schedule of Rates for void repairs within social housing.
- Demonstrable knowledge of Health and Safety management.
- Demonstrable evidence of achieving excellence in the delivery of services and commitment to continuous improvement.

Attributes:

- Financial and commercial awareness.
- Able to anticipate, interpret and develop responses to relevant national, international and local issues.
- Project and risk management skills.
- Experience of setting appropriate productivity targets and driving improvements in efficiencies
- Experience of achieving challenging targets and objectives.
- Able to reflect and recognise the needs of all groups within society and particularly those who are inherently disadvantaged or deprived.

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- Able to demonstrate high standards of personal resilience and integrity.
- Committed to continuous development of own skills and knowledge.
- Able to be flexible in approach to working hours to meet deadlines.
- A strong commitment to a high quality customer service.
- Effective communication skills

Experience:

- Experience of working at a senior level in a diverse organisation.
- Extensive experience of working in a Repairs and Maintenance workstream environment.
- Fully experienced in Void Repairs Management in domestic and commercial premises.
- Appropriate management experience.
- Demonstrable experience of providing an effective planned service in a diverse organisation.
- Demonstrable experience in the management of internal staff and contractors as required).
- Excellent commercial / entrepreneurial experience.
- Experienced in the development and introduction of appropriate new technologies and methods of work to assist with efficiencies.
- Experienced in building maintenance in domestic and commercial properties.
- Experience of providing a customer focussed service.
- Experienced in promoting equality and diversity in all aspects of employment and service delivery.
- Demonstrable experience in developing, introducing and managing a suite of KPI's to monitor and measure effective performance.
- Fully experienced in the performance management of DLO staff including the refinement and introduction of productivity targets.

Qualifications and Training:

- Evidence of continually developing professional knowledge.
- HNC in building/construction related trade or demonstrable knowledge to the equivalent standard.

Other Requirements:

In addition, we would expect that the successful candidate will meet the following requirements. You should make reference to them, however we will not shortlist against these criteria:

- A Full UK Driving License.
- Excellent written and verbal communication skills.
- The post holder will be expected to successfully liaise with colleagues across the organisation and external agencies.