

<b>Role Title</b>	<b>Disrepair Manager</b>
<b>Reports to:</b>	<b>Head of Repairs Partnering</b>
<b>Job Family</b>	<b>Place</b>
<b>Competency Level</b>	<b>Principal Officer</b>
<b>Pay Range / Scale</b>	<b>PO6</b>
<p><b>Purpose</b></p> <p>To lead and manage the Council's Disrepair Service, ensuring the timely and efficient resolution of disrepair claims across the borough's housing stock. The role focuses on minimising the Council's legal exposure through proactive case management, maintaining a high standard of living for tenants, and delivering a cost-effective repair service.</p> <p>The Disrepair Manager will supervise one Litigation Officer and two Disrepair Surveyors, ensuring the effective use of resources and adherence to financial and legal obligations.</p> <p>The role is responsible for ensuring the Council's Legal Disrepair procedures are followed, and identifying improvement measures, in order to resolve cases quickly, cost effectively, and to the residents' satisfaction. It is also responsible for ensuring the disrepair programme is managed to minimise the Council's financial and legal exposure, so that the Council fulfils its statutory obligations, particularly in relation to damp and mould and building safety.</p> <p>Close coordination is required with the Repairs Partnering Team, Legal team, and external contractors to effectively manage repairs cases, and keep an accurate log of the repairs history for each case.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered.	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>Service delivers excellent customer service.</p>
Advise Senior Managers, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations.	<p>Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.</p> <p>Responses to major corporate or partner initiatives / complex operational issues are managed effectively.</p> <p>Major issues are managed through to a satisfactory conclusion with final decisions being made by Head of Service/Senior Management.</p>

	Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.
Ensure the development and delivery of continuous improvements in all aspects of the service.	Improvements are developed and delivered effectively. Stakeholder requirements are met.
Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.	Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff. The team is highly competent, effective, motivated and outcomes focussed. Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales. Effective team meetings take place to required timescales. Regular supervision is undertaken and clear objectives set and monitored through the Council's Appraisal process.
Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.	Resources including, equipment, people, and systems are utilised optimally and efficiently. Budgets are planned, developed and delivered. Value for money is maximised. Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Ensure the successful implementation of health and safety legislation, policies and practices.	Risks to staff and others are assessed and managed. Suitable health and safety instruction and training are provided. There is a safe working environment.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
<b>Job Specific Accountabilities:</b>	<b>End Results/ Outcomes</b>
Manage and oversee all disrepair claims, ensuring timely and effective resolution in line with Council policies.	Disrepair claims are handled promptly, reducing legal exposure and expenditure, and maintaining high resident satisfaction.

Keep an accurate log of the repairs history for each repairs case.	
Ensure compliance with all housing legislation, disrepair protocols, and health and safety standards.	The Council meets all legal obligations, avoiding financial penalties and ensuring tenant safety.
Supervise and lead the Disrepair Team, ensuring all team members are trained, informed, and capable of managing cases from start to finish.	The team performs effectively, cases are processed efficiently, and team members are supported in their roles.
Manage the relationship with long-term partnering contractors, ensuring that disrepair works are completed to a high standard and within contractual agreements.	Contractors deliver quality work on time and within budget, reducing costs and improving service standards.
Develop strategies to minimise the number of legal disrepair cases through proactive maintenance and service delivery improvements.	Fewer disrepair claims arise, reducing the Council's legal and financial liabilities.
Oversee the disrepair budget, ensuring spending is controlled and financial risks are mitigated.	The disrepair budget is managed efficiently, delivering value for money and keeping financial risks under control.

### **Nature of Contacts**

The role involves daily contact with Heads of Service, Senior Managers, and external stakeholders, including contractors, tenants, and legal advisers.

The Disrepair Manager will need strong negotiation skills to manage disrepair cases sensitively and effective assertiveness skills to communicate with diverse audiences in emotive circumstances.

### **Procedural Context**

The role operates within the framework of housing legislation and Council policies. Decisions are made in line with Council procedures and contractual requirements, with the Manager expected to work autonomously on day-to-day matters while escalating significant legal or financial risks as necessary.

### **Key Facts and Figures**

The Council's stock includes over 10,000 homes, with workload of approximately 500 active disrepair claims. Disrepair works are delivered by two long-term partnering contractors.

### **Resourcing**

**Budget Responsibilities:** The Disrepair Manager is responsible for managing the disrepair budget and ensuring efficient use of financial resources.

**Supervisory Responsibilities:** The role includes supervising one Litigation Officer and two Disrepair Surveyors.

### **Knowledge, Skills and Experience**

- Experience of having worked in a fast-paced, customer-focused environment.
- Good knowledge and application of IT systems and software packages.

- Able to work with minimal supervision, using problem solving skills and initiative to provide a customer-focused service.
- Excellent levels of literacy and numeracy.
- Able to work flexibly, balancing competing priorities and meeting deadlines whilst understanding the needs, timescales and deadlines of others.
- Able to deal diplomatically and confidently with a wide range of customers both internally and externally.
- Able to identify improvements to processes and systems (at a level appropriate to the role) and to share the recommendations with the wider team.
- High level of professionalism, care and integrity, ensuring a positive image of the organisation is promoted at all times.
- Strong time management skills.
- A positive attitude and ability to adapt to changes.
- Highly organised with the ability to multi-task and be flexible to respond to service delivery requirements.
- Clear communication skills.
- Able to build strong relationships.
- Goal-oriented focus with the customer in mind.
- Willingness to learn new skills, processes and systems as appropriate to the role.
- Able to work in an inclusive manner with staff and residents.
- Strong knowledge of housing legislation, particularly in relation to disrepair claims and landlord/tenant obligations.
- Experience managing disrepair or similar claims in a housing or maintenance environment.
- Excellent negotiation and communication skills, with the ability to engage with tenants, legal professionals, and contractors.
- Proven experience in managing a team, including performance management and staff development.
- Financial management skills, with experience overseeing budgets and ensuring value for money.

### Indicative Qualifications

Educated to degree level. 5 GCSEs at grade A-C or equivalent to include English and Maths.

Relevant qualifications in housing, building surveying, or equivalent experience.

Evidence of Continuous Professional Development (CPD) in housing management or related fields

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.