

Role Title	Head of Repairs Partnering
Job Family	Place Directorate
Competency Level	Senior Manager
Pay Scale	PO12
Purpose	
<p>The Head of Repairs Partnering is a critical leadership role in a high-profile service area. The role is responsible for driving the performance of the responsive repairs team, whilst also coordinating effectively with other teams within the Housing service, as well as with external partners and stakeholders, to deliver a high-quality responsive repairs service, optimising customer satisfaction, whilst delivering value for money.</p> <p>As the senior leader for repairs partnering, this role provides end-to-end oversight and operational leadership to ensure the smooth execution of the housing repairs partnering contracts, encompassing commercial management, contract management and contract procurement.</p> <p>The Head of Repairs Partnering is responsible for ensuring responsive repairs are managed in accordance with consumer standards and regulatory requirements, including damp & mould, legal disrepair and fire safety.</p> <p>The role requires a close working relationship with the Head of Planned Works and Head of Mechanical and Electrical to ensure effective coordination between these service areas, particularly in relation to the preparation of the planned works programme, to ensure planned works target responsive repairs pressures, and mitigate the Council's financial and operational risk exposure in relation to responsive repairs.</p> <p>The role also requires close coordination with the building safety team, to ensure responsive repairs address building safety issues, particularly in relation to fire risk actions.</p> <p>The Head of Repairs Partnering will also be responsible for ensuring effective resident engagement is carried out so that responsive repairs are carried out reflecting resident's needs, and optimises resident satisfaction. This will include directly liaising with residents, as well as coordinating with officers in the Housing Management team and with contractors.</p> <p>This role will also champion a culture of continuous improvement, efficiency and accountability across teams and contractors, applying a data led systematic approach to performance management. The role will provide leadership of the inspection and quality assurance processes, ensuring the team acts as the 'eyes and ears' of our repairs service and drives continuous improvement.</p> <p>The Head of Repairs Partnering is responsible for collating performance reports, including performance against consumer standards, legal disrepair and damp & mould, for submission to the council's Senior Leadership Team, the Housing Portfolio Lead Member and the Social Housing Regulator.</p>	
Generic Accountabilities	End Results/ Outcomes

<p>Plan and ensure service delivery within a complex / diverse service area. Control operational activities within the service area and ensure professional standards are delivered.</p>	<p>The service is delivered to the quality, Council, professional and legislative standards required.</p> <p>Integrated service development and delivery is informed by legislative requirements, client, partner and stakeholder views, latest thinking, and good practice.</p> <p>Corporate strategies are effectively implemented within area of responsibility.</p> <p>External inspections are managed effectively.</p> <p>Service delivers excellent resident service.</p>
<p>Manage responses to complex professional or politically sensitive issues within the area of responsibility.</p> <p>Manage key relationships with delivery partners /providers /suppliers to commission / manage / evaluate / enhance appropriate service delivery / capacity within area of responsibility.</p>	<p>Expert opinion, advice, supports, and interpretation is provided on all aspects of the area of responsibility, including major decisions.</p> <p>Significant issues are managed through to a satisfactory conclusion.</p> <p>Feedback and complaints procedures are developed and managed. Complaints are effectively resolved.</p> <p>Resident outcomes are clearly understood and specified.</p> <p>Services / goods are delivered on time, to budget and standards agreed.</p> <p>Opportunities to improve delivery / capacity of provision are proactively identified and actioned.</p> <p>Suppliers and supply chains are resilient and adaptable to meet changing needs.</p> <p>Expected operational efficiencies are realised.</p>

<p>Develops service plans to meet strategic business goals. Ensure compliance with all internal and external standards.</p>	<p>Service plan and targets for area of responsibility are developed from Council's overall strategic directives and agreed and communicated within required timeframe.</p> <p>Strategic and operational input is provided to wider business planning and development.</p> <p>Progress against objectives is effectively monitored and delivered.</p>
<p>Ensure the development and delivery of continuous improvements in all aspects of the service.</p>	<p>Improvements are developed and delivered effectively.</p> <p>Stakeholder requirements are met.</p>
<p>Lead, motivate and develop staff to create and maintain a highly competent and participative workforce.</p>	<p>The team is highly competent, effective, motivated and outcomes focussed.</p> <p>Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.</p> <p>Effective team meetings take place to required timescales.</p>
<p>Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives.</p>	<p>Resources including equipment, people, and systems are utilised optimally and efficiently.</p> <p>Annual budget is planned, developed, and delivered. Value for money is maximised.</p> <p>Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance.</p>

<p>Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained.</p>	<p>Safeguarding standards are monitored and maintained in compliance with Council policy.</p> <p>Appropriate safeguarding training is provided.</p>
<p>Implement a risk management programme and advise on issues affecting Council service areas.</p>	<p>Business threatening situations are recognised, planned for, and managed or escalated as appropriate.</p> <p>Systems and governance are in place to and respond promptly to critical events.</p> <p>Continuous service is provided.</p>
<p>Ensure the successful implementation of health and safety legislation, policies, and practices.</p>	<p>Risks to staff and others are assessed and managed.</p> <p>Suitable health and safety instruction and training are provided.</p> <p>There is a safe working environment.</p>
<p>Job Specific Accountabilities:</p>	
<p>Provide operational leadership and direction to ensure the successful execution of day to day partnered repairs contracts and contractors, driving the team to deliver a responsive repairs service that consistently meets resident needs and the Council's objectives.</p>	<p>Ensure smooth delivery of repairs service across all areas of repairs delivery.</p>
<p>Hold full accountability for all partnered repairs contracts, including commercial governance, performance management, procurement strategy, and any future retendering of contracts. Ensure value for money and contractual compliance. Produce monthly KPI (Key Performance Indicators) reports to ensure contracts are being complied with.</p>	<p>Chair Operational and Commercial Core Group meetings, ensuring they are effectively managed, scheduled with minutes and actions formally recorded, and completed in a timely manner.</p> <p>Contracts are carried out and completed to time, budget, and resource.</p> <p>Effective management of contractor's/partner's performance and the improvement of contractor services.</p>
<p>Lead and strengthen productive and collaborative relationships with our contractors that deliver positive resident outcomes and improved service outcomes.</p>	<p>Our residents receive an exceptional service which is commercially viable for contractors, promoting a culture of continuous improvement.</p>

<p>Champion resident satisfaction as a core priority, embedding a 'resident first' culture across all repairs operations and decision making.</p>	<p>LBWFs repairs service is easy to access, reducing unnecessary contact and ensuring complaints are kept to a minimum</p>
<p>Oversee delivery across multiple elements of the service, include responsive repairs, disrepair management, and damp & mould control and management, ensuring timely resolution and compliance.</p> <p>Ensure regular assessments, identification of root causes, implementation of preventative measures and remediation is a core priority of the function.</p>	<p>Reduce and eliminate damp and mould with our homes to provide a safe and healthy environment for residents.</p> <p>Reduce disrepair cases and their associated legal costs, and increasing resident satisfaction and health & safety.</p>
<p>Strategically collaborate with teams across Place for all repairs activities:</p> <ul style="list-style-type: none"> • Collaborate with Planned Works and M&E teams to align repairs programmes to optimise resources and support long term asset sustainability • Work closely with Building Safety Operations and Compliance teams to ensure robust safety and compliance practices, mitigating risk and upholding regulatory requirement. 	<p>Residents are safe in their homes and buildings are safe and secure due to a more streamlined repairs process.</p> <p>Reduced risk and liability for the organisation.</p> <p>Preventive measures in place, emergency response plans and compliance with regulatory standards are upheld.</p>
<p>Provide leadership of the inspection and quality assurance processes, ensuring the team acts as the 'eyes and ears' of our repairs service and drives continuous improvement.</p>	<p>Quality of repairs delivered by our partners is of an excellent standard</p> <p>Drives quality, reducing litigation costs and supporting continuous improvement.</p>
<p>Monitor financial performance and actual costs against budget, taking any necessary proactive actions with both internal and external stakeholders to address variances and maintain cost control.</p>	<p>Value for money ambitions for LBWF are met.</p>
<p>Primary responsibility for managing the access process to residents' homes, particularly for vulnerable residents, through developing efficient processes and working closely with the Tenancy team.</p>	<p>Improved support for vulnerable residents and better management of our assets through regular maintenance.</p>
<p>Oversee resolution of any service-related complaints, queries, Members' enquiries and statutory requests relating to the repairs service, ensuring timely and professional responses that protect the Council's reputation.</p>	<p>Resident experience is positive, professional and within set timescales.</p>

<p>Contribute to organisational resilience, including participating in Out of Hours Service duty rota as required.</p>	<p>Residents are safe in their homes and out of hours emergencies are responded to in line with agreed out of hours protocol.</p>
--	---

<p>Nature of Contacts</p> <p>Senior managers, directors, members and equivalent level external contacts, key stakeholder's partners, and providers, to identify / meet requirements, generate and co-ordinate original ideas and develop council and partnership wide policy and service delivery. To provide expert advice, guidance, and support on complex / sensitive issues. Communicate changes in policy, strategies and working practice both internally and to partner organisations / stakeholders.</p> <p>Build and sustain effective relationships with all internal and external stakeholders. Work in partnership with internal and external contacts to develop and maintain joint working and promote the Council position. Co-ordinate partnership working activities and internal / external working groups. Influence their decisions.</p>
--

<p>Procedural Context</p> <p>Manage complex / considerable risk issues within a framework of policy and regulatory guidelines. Objectives and targets are developed and agreed in line with service plan. High level of discretion and use of initiative in deciding what course of action to take. Exercise expert judgement in assessing complex stakeholder requirements, potential risk and managing quality assurance of service.</p> <p>Significant expert knowledge and considerable experience is required to resolve complex issues and proactively anticipate and mitigate problems. Design and develop innovative solutions which enhance the quality and efficiency of services and reputation of the council.</p> <p>Occasionally the post will be expected to work from other locations.</p>

<p>Key Facts and Figures</p> <p>Manage circa 20,000 to 25,000 responsive repairs cases per annum. Manage two partnering repairs contracts.</p>

<p>Resourcing</p> <p>Budget Responsibilities: £12m to £15m responsive repairs Supervisory Responsibilities: x4 Direct reports (covering legal disrepair, damp and mould, access management, commercial management) x15 Indirect reports</p>
--

Knowledge, Skills, and Experience

- **Property management experience:** In depth knowledge and experience in overseeing the operations of property and asset management, including maintenance, inspections, and tenant relations.
- **Operational management:** Experience in overseeing operational activities and ensuring they align with the organisation's strategic objectives.
- **Regulatory compliance:** Knowledge of regulations and the ability to ensure properties comply with all relevant standards, including damp and mould, building safety, legal disrepair
- **Project execution:** Competency in executing projects related to property maintenance.
- **Vendor and contractor leadership:** Skill in leading external vendors and contractors for property related tasks.
- **Commercial management:** Proficiency in managing the commercial aspects of contracts, including negotiation, monitoring performance, and ensuring compliance with contractual obligations. This includes expertise in terms of financial aspects, cost control, and delivering value for money.
- **Data analysis:** Proficiency in analysing operational data to monitor performance and make informed decisions.
- **Tenant relations:** Capability to manage tenant relations effectively, address concerns, and achieve and maintain tenant satisfaction.
- **Reporting and documentation:** Strong attention to detail in generating reports and maintaining accurate records.
- **Process improvement:** Experience in identifying operational inefficiencies and implementing improvements for increased efficiency.
- **Technology Utilisation:** Familiarity with property management software and tools to streamline operational processes.
- **Emergency response:** Ability to respond to emergencies and incidents swiftly and effectively.
- **Communication skills:** Effective communication with internal teams, stakeholders, and tenants.
- **Budget accountability:** Demonstrated ability to manage budgets and ensure cost effective delivery.
- **Performance monitoring:** Experience in monitoring and improving performance within an organisation.
- **Partnership collaboration:** Ability to collaborate with internal and external partners to achieve operational and strategic objectives.
- **Stakeholder engagement:** Skill in engaging a range of stakeholders and fostering a focus on the need of our communities and tenants.
- **Political awareness:** Understanding of the political environment within the organisation and the ability to collaborate effectively with elected officials.
- **Interpersonal skills:** Strong interpersonal and presentation skills for engaging with various audiences.

Indicative Qualifications

Relevant experience and ideally relevant professional qualification.

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.