

Job profile

Job title: Major Repairs Delivery Manager	Responsible to: Head of Property Services
Salary grade: L Up to £48,742 (dependent on experience)	Contracted Hours: 37 (Full time)
Responsible for: Project Managers, Customer Liaison Managers, Quantity Surveyor	Behaviour level: 2 - Managers

Purpose of the job:

As Major Repairs Delivery Manager, you will lead the Project Management Team to provide a 'Customer First' focussed service, delivering high quality services on time and to budget.

Provide operational support to the Head of Property Services. Compliance with the Decent Homes Standard, and delivery of the Energy Efficiency Programme ensuring that all homes attain EPC Band C rating by 2025.

You will drive value for money principles through the delivery of Planned Maintenance and Improvement Services and will ensure the health, safety and wellbeing of our customers receiving these services.

You will lead the Section 20 Leasehold Consultation process from Formal Consultation through to Completion.

Key accountabilities:

1. To successfully manage the team to deliver all Cyclical and Major Improvement/Repairs programmes, in a 'Customer First' manner, achieving high levels of customer satisfaction and value for money.
2. To procure, administer and manage construction contracts and contractors undertaking cyclical and improvement void works.
3. To be accountable for all procurement in relation to the Homes directorate, in conjunction with the Contracts & Procurement Manager. Ensure that all aspects and potential routes for procurement are considered in line with the Procurement Strategy and that contracts are awarded that provide Best Value to SLH.
4. To be accountable for the valuation of works and payment of contractors, in accordance with contract requirements. To produce and circulate financial management reports and provide commentary to explain variances to budgets.

5. To ensure compliance with legislative processes e.g., Section 20 Leasehold, and provide timely, efficient, and accurate specification and cost information to customers. To represent SLH at Leasehold Tribunals and co-ordinate communications between teams when preparing works.
6. To be responsible for compliance with Health & Safety compliance including being the client under the CDM regulations, and the safe working practices for customers, staff and contractors.
7. To ensure financial and performance information is produced to a high standard and is circulated in a timely manner to the Departmental Management Team.
8. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
9. To ensure that Health, Wellbeing and Safety policies and procedures are embedded and adhered to, to deliver effective and safe services and operations.
10. To promote Equality, Diversity and Inclusion and ensure you and colleagues work in accordance with the legislative and regulatory requirements at all times.
11. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

Job title: Major Repairs Delivery Manager		
Criteria	Essential / Desirable	Method of Assessment
Qualifications		
Royal Institute of Chartered Surveyors (RICS) or Chartered Institute of Building (CIOB) qualification or other relevant construction related qualification	E	AF
Specific technical specialism training/ qualifications/ awareness e.g., CDM regulations, health and safety; fire safety; asbestos	D	AF
Knowledge, skills, and abilities		
An advanced understanding and developed working knowledge of computer systems including MS Outlook, MS Excel (Advanced), MS Word, and Teams	E	AF/ST
An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH	E	I
Results driven with strong analytical skills, including the ability to critically analyse complex information and discern meaningful management information	E	AF/I
Ability to plan internal and external resources to achieve performance targets and ability to reassess and replan in times of pressure	E	AF/I
Ability to show initiative and propose solutions to issues	E	AF/I
Commercially aware with a focus on continuous improvement and the ability to drive change	E	AF/I
Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities	E	AF/I
Ability to communicate clearly in writing and orally to customers, management, and colleagues, at all levels and with the ability to produce clear concise reports supported with robust data and analysis	E	AF/I
Ability to work effectively in partnership with strategic and external partners, colleagues, and customers	E	AF/I
Proven ability to work in a team and be supportive of others	E	AF/I
Ability to plan own workload to achieve targets and deadlines	E	AF/I
In depth knowledge of the main forms of procurement and delivery of construction works	E	AF/I
Knowledge of European procurement legislation	E	AF/I

Significant knowledge of Asset Management and Maintenance and an expert understanding of asset management issues	E	AF/I
Knowledge of Best Practice, legislative and statutory requirements in relation to Housing Asset Management and Maintenance	E	AF/I
In depth knowledge of cost modelling and life cycle costing	E	AF/I
Ability to interpret relevant information, analyse complex data and situations, review alternate solutions, and come to speedy and well-informed decisions	E	AF/I
High integrity with an open, honest, and objective management style	E	AF/I
Self-motivated, proactive, and resilient with high level of integrity	E	AF/I
Knowledge of asbestos, legionella, building regulations, fire regulations, health and safety regulations and carrying out risk assessments within a housing environment	E	AF/I
Knowledge of the ongoing management of safety in the built environment, with strong knowledge of the application of the Construction (Design and Management) Regulations 2015	E	AF/I
Willing to attend 'out of office hours' community events / meetings	E	AF
Full driving licence	E	AF
Is a role model to other managers and colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours	E	I
Experience		
Experience in the building industry, ideally working within a customer focussed housing repair and maintenance or planned works team	D	AF
Experience of successfully leading, managing, and motivating teams, including managing team performance	D	AF
Experience of utilising data to form strategies and plans	E	AF/I
Experience of having successfully managed large scale construction or similar contracts within cost, quality, safety, and timescale targets	E	AF/I
Experience of delivering results to tight deadlines and under pressure	D	AF
Experience of having effectively managed large budgets	D	AF
Experience of change management within a complex environment; leading and implementing strategies and	D	AF

change programmes to secure continuous service improvement and successful outcomes		
Experience of implementing and/or maintaining asset management software	D	AF
Experience of negotiating, influencing, and persuading others both internally and externally, and translating this into results	D	AF
Experience in the preparation of contract and dispute advice	D	AF
<p>Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i></p> <p>By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life:</p> <ul style="list-style-type: none"> • Genuinely care • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving 	E	I
	E – Essential D – Desirable	AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave
<p>Please note:</p> <p>No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p>		
<p>Role profile prepared by: Head of Property Services</p>		

Review date: July 2025

Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD.
South Lakes Housing operates a hybrid working policy.