



**Job Title:** Repairs and Maintenance Manager **Reports to:** Property Services Asset Manager  
**Responsible for:** Maintenance Operatives, Housing & Homes Administrator  
**Base:** Darlington with the flexibility of home working  
**Hours:** 37.5 hours per week  
**Salary:** Up to £42,000 (Depending upon qualifications and experience)

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### **Job Purpose:**

To manage the delivery of SJOG's responsive repairs and maintenance service ensuring repairs are completed within agreed performance targets and quality measures, via our in-house maintenance operatives or external contractors. Support with the development and delivery of the capital works programme. To ensure void property works are completed in accordance with the Lettable Standard and that any additional works (including minor adaptations) are completed to support customers moving into their new home. To support the delivery of SJOG's compliance obligations.

### **Key Responsibilities:**

#### **Embedding our values**

- To actively support, promote and embody the charities values of Hospitality, Compassion and Respect to all those we support, internally and externally
- To act as a representative of SJOG, contributing to professional forums and events and sharing the learning.
- Recognise and respect the diversity on internal and external customers.
- Ensure that people's rights to privacy is respected and that confidentiality is maintained at all times.

#### **Deliver a responsive and quality day to day repairs service and support with capital works programme**

- To effectively manage the in-house maintenance operatives and external contracts to ensure the day-to-day repairs function delivers an exceptional and effective customer focussed service.
- To ensure all repairs and maintenance issues are responded to within agreed timescales and that repairs are completed to the agreed standard and within budget.
- To oversee the day-to-day work flow of all repairs, maintenance and renewal issues ensuring all repairs are logged and responded to appropriately and within timescales.
- To undertake pre-inspection surveys to assess necessary repair works, including joint inspections with service managers and customers.



- Develop specifications and schedules of work to enable consistency of contractor quotes and value for money.
- To ensure post inspections are carried out to ensure works are completed to standard, including ensuring defects are corrected and follow up actions taken.
- To deal with customer related queries and complaints and respond to all in line with SJOGs Policy and Procedures.

### **Improving the quality of the homes we let**

- To manage the void process for all SJOG owned, leased or managed properties as required, including undertaking pre-termination inspections, arranging void works and completing post inspections for all void properties, in accordance with the required Lettable Standards for that Scheme.
- To assist in managing the furnished tenancy programme, ensuring the homes we let are furnished to the agreed standard, including managing any follow up furniture repairs or replacements working alongside service managers and housing colleagues.
- To assist with the delivery of the planned, cyclical works and routine replacement programme; including ensuring any relevant works are completed as part of the void process as and when required, to reduce the potential impact upon customers.
- Where appropriate to liaise with the Green Team and Maintenance Operatives to ensure gardens are cleared and in good order prior to letting.

### **Maximising value for money, maintain quality and performance**

- Support and manage effective responsive repair contract(s) to ensure contractor compliance with contract terms and conditions, recording any changes or amendments that arise, which impact upon budget, performance, quality of services or risk.
- To ensure all works orders are completed in accordance with SJOG's requirements and that any deviation from the Approved Contractor List is recorded and approved.
- To ensure all repairs and maintenance services are procured in accordance with SJOGs Procurement Framework.
- To ensure records are maintained to evidence the securing of competitive quotes, the assessment and acceptance and authorisation of works.
- Monitor both in-house and contractor performance and cost to ensure quality is maintained and works delivered within agreed timescales and budget.
- To maintain accurate data and information using available IT resources and systems.
- To review repairs and maintenance performance, outstanding issues and other relevant matters with Service Managers on a monthly basis, including undertaking scheme inspections.



### Meeting our statutory obligations

- To ensure all repairs and maintenance works are completed in line with statutory guidance and regulations including Health and Safety, Construction Design Management (CDM), Fire Safety, Asbestos Management, Electrical Safety and Gas Safety across all SJOG managed Assets.
- To ensure annual Asbestos Management Plan and Water Hygiene reviews are completed and new surveys, sampling commissioned and managed as necessary.
- To support the completion of all relevant Risk Assessments ensuring that these are made available to both in-house maintenance operatives, other colleagues and external contractors as required.
- To work alongside SJOG's Health and Safety Team to ensure all Health and Safety matters are mitigated and responded to including dealing with operational day-to-day issues and reporting (including RIDDOR).

### Supporting Your Team

- To provide day-to-day support and direction to members of your team, ensuring that they have the right knowledge and guidance to undertake their role.
- Ensure your team follow health and safety guidance, maintain their safety, that of colleagues, customers and partners at all time.
- To ensure your team have the required tools and personal protective equipment to undertake their role, and that they have received the necessary training to support this.

### Innovation and service development

- To develop a culture of continues service improvement, bringing new opportunities and initiatives forward to develop services.
- To assist in the review of policies and procedures to ensure that they meet current regulatory, statutory and legal requirements.
- To share knowledge and best practice across the Charity through training, briefings and attendance at meetings with colleagues.

### Any other relevant duties

- To undertake any other relevant duties to support the delivery of the service.

### Person Specification:

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• HNC in Building Maintenance/Surveying (or similar) (or studying towards)</li> </ul>	<ul style="list-style-type: none"> <li>• Fire Safety qualification</li> <li>• NEBOSH Asbestos</li> <li>• Asbestos Management Surveying Qualification.</li> </ul>



<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• At least 2 years' experience of leading a repairs and maintenance service (or similar).</li> <li>• Knowledge of Health and Safety legislation, British Standards, Building Regulations, Planning requirement and other Regulations and Codes of Practice related to the Service.</li> <li>• Control of Asbestos Regulations 2012 (CAR).</li> <li>• Skilled in inspection, evaluation and follow up action on completed works.</li> <li>• Ability to specific works, compile bills of quantity, issue tender documentation and evaluation.</li> <li>• Experience of delivering services within frameworks and managing contractors.</li> <li>• Experience of motivating and support teams to surpass performance targets.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within the supported housing/living setting.</li> <li>• At least 1 years' recent experience in Asbestos Management Surveying.</li> <li>• Qualified trade background e.g. Joinery, Mechanical or Electrical.</li> </ul>
<p><b>Skills/ Knowledge</b></p>	<ul style="list-style-type: none"> <li>• Ability to diagnosis repairs and maintenance issues and devise appropriate solutions.</li> <li>• Skilled in managing people, teams, colleagues and partners.</li> <li>• Knowledge of Health and Safety requirements, CDM and fire safety.</li> <li>• Ability to lead and motivate teams.</li> <li>• Ability to work with vulnerable groups and have awareness of issues affecting people with disabilities, including assessing adaptations.</li> <li>• Good IT skills.</li> <li>• Ability to prioritise workloads and competing demands.</li> </ul>	



<b>Self-Development</b>	<ul style="list-style-type: none"><li>• Continuous self-development to ensure knowledge and skills are up to date</li><li>• Attend mandatory training</li></ul>	
<b>Adaptability</b>	<ul style="list-style-type: none"><li>• The role will be based at Darlington with the flexibility of homeworking.</li><li>• A full UK driving licence and access to a vehicle is required. Regular travel will be required across the UK, including short notice visits responding to urgent issues.</li><li>• Disclosure and Barring Service (Enhanced without barring) required.</li></ul>	