

## ROLE DESCRIPTION: Operations Team Manager (Responsive Repairs & Empty Homes)

**Reports to:** Head of Operations

**Responsible for:**

- Delivering high quality, cost effective, customer focused maintenance service
- Continually developing the Responsive Repairs & Empty Homes service provision in response to customer needs, policy and legislation
- Providing effective leadership to the operational Responsive Repairs & Empty Homes team in order to achieve targets KPIs and high levels of customer satisfaction

### Role purpose:

To be an enthusiastic manager of a team, committed to providing the highest possible standard of service to customers and giving guidance, support and direction as appropriate.

To be accountable for delivering the highest possible standard of Responsive Repairs & Empty Homes services, support and advice for the Directorate.

To monitor team and individual performance, identifying opportunities for improvement and addressing any concerns, providing coaching and training when required.

Act as a positive member of the Directorate Management team, encouraging collaboration across disciplines and embedding a culture that delivers results and service excellence, and promotes the Karbon values and brand.

Develop key relationships with internal and external stakeholders

### Key responsibilities:

#### Leadership:

1. Contribute to the future direction and success of the Directorate through the delivery of the Responsive Repairs & Empty Homes service, as a member of the Directorate Management Team
2. Provide effective leadership and management for your people, ensuring you create a team environment that enables everyone in the Responsive Repairs & Empty Homes team to perform at their best
3. Develop and maintain key external relationships with all relevant bodies, networking effectively within the property services arena, in support of the Group's strategic plan.
4. Act as a role model for the Group's values and culture, developing and embedding a coaching style of leadership that engages your people in the delivery of group-wide and team objectives.
5. Embed structural and cultural business change and service improvement, through collaboration and development of service strategies and plans.

## Delivery:

6. Lead the Responsive Repairs & Empty Homes team to deliver high quality services, safely and to the agreed budgetary parameters.
7. Delivery of performance, cost and quality indicators, including customer satisfaction, striving for the top quartile, and ensuring continuous improvement.
8. Ensure that all customer queries are responded to within agreed timescales and that all complaints are responded to in line with Karbon Homes Complaints Policy.
9. Monitor contractors' performance and costs, ensuring value for money is achieved at all times.
10. Continuously engage with staff at all levels to show commitment and thereby motivate and create a clear understanding of the business needs and the values of the organisation.
11. Work collaboratively with internal & external stakeholders and partners, including promoting and delivering our services.
12. Provide specialist advice and co-ordinate day-to-day repairs and major events such as storms, fire, flood etc.
13. Develop, manage, and maintain a Responsive Repairs & Empty Homes maintenance team that is flexible, well trained and commercially aware of the service sector and service requirements.
14. Ensure all operational and health and safety policies, procedures and processes are adhered to and managed correctly.
15. Carry out training for operatives as required, in areas of expertise and competence.
16. Participate in the emergency repairs out of hours standby rota, managing emergencies and controlling all resources to meet customer needs.
17. Be actively involved in the improvement of the service by developing initiatives and working within projects at a local and corporate level that will achieve benefits.

The above list is not exhaustive, and the post holder will be required to undertake responsibilities and tasks deemed commensurate with the post.

## Organisation wide:

18. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
19. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
20. Ensure that services fully comply with all organisational policy and procedures.
21. Ensure that risks within the directorate's activities are identified, removed or minimised.
22. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
23. Responsible with the Management team for the effective supervision and utilisation of Group assets.
24. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
25. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Operations Team Manager (Responsive Repairs & Empty Homes) is part of the Property Services Management team. As with all Team Manager positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

## PERSON SPECIFICATION: Operations Team Manager (Responsive Repairs & Empty Homes)

### Experience and qualifications:

- a. A strong record of demonstrable achievement, at Team Manager level in an organisation of comparable size and complexity to Karbon Homes, in the delivery of the Responsive Repairs & Empty Homes service (E).
- b. Experience of working in partnership with stakeholders to deliver excellence(E).
- c. Experience of collaborating and working as part of an effective management team (D).
- d. Experience of research, analysis and report writing for presenting to senior leaders (D).
- e. Track record of developing and sustaining effective partnerships (E).
- f. Relevant qualification, or equivalent work experience, and evidence of continuing professional development (E).
- g. Recognised professional qualification in the field of Leadership / Management / Building services (D).
- h. Full, valid UK driving licence (E).

### Knowledge:

- i. Knowledge of current and future challenges facing property services (D).
- j. Comprehensive working knowledge of responsive repairs and empty homes services (E).
- k. Understanding of Property Services governance practices and issues (D).

### Skills:

- l. Leadership skills and the ability to coach, motivate and engage others (E).
- m. Ability to lead / manage a team of responsive repairs & empty homes maintenance staff (E).
- n. Ability to use judgement and take ownership of decision making (E).
- o. Ability to deliver services in line with service level agreements or service standards (E).
- p. Ability to interpret, analyse and produce relevant management information (D).
- q. Ability to manage risks and make sound judgements, whilst not being risk averse (E).
- r. Good level of written, presentation and interpersonal communication skills, with the ability to tailor to a variety of audiences. (E).

### Attributes:

- s. Transparent and open, acting with integrity and able to build high levels of trust. (E).
- t. Committed to diversity and inclusion (E).
- u. Champions innovation and encourages ideas. (E).
- v. Resilient and able to work under pressure. (E).
- w. Collaborative and inclusive. (E).
- x. Support the development of, and actively role model and champion the Karbon vision, values and purpose (E).