

Leathermarket **JMB**

Job Title      **Repairs and Contracts Manager**

Salary          £41,466 to £49,203

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### **Purpose of the Job**

The Repairs and Contracts Manager has direct responsibility for all aspects of the delivery of a responsive repairs service using a direct labour force, external contractors and consultants. Duties will include: the procurement and management of a range of long term contracts; maintenance of an asset register; all aspects of budgetary and financial control; and the specification and inspection of more complex non routine repairs. Working to the Property Services manager this role will also form an essential link with the delivery of the major works programme.

### **Main Accountabilities**

1. Overall responsibility for the delivery of all aspects of a responsive repair service to the structure, exterior, services and installations (including inside tenants flats) forming the JMB's blocks and estates. The delivery of the service will ensure compliance with all statutory and contractual (tenancy) obligations and the organisation's internal performance standards and discretionary schemes; it will result in achieving a satisfaction standard in line with the JMB's target.
2. Responsible for the procurement of longer term responsive repair and consultancy contracts (using consultants where appropriate) to ensure that the JMBs financial standing orders are adhered to. Such contracts will include those for general, engineering, lift, and door entry repairs; contracts for the maintenance of other installations such as CCTV, TV aerials and lightning conductors; and consultants managing the lift and engineering responsive repair contracts.
3. Responsible for the day to day management of all long term responsive repair contracts or consultant contracts, ensuring compliance by the contractors with all aspects of their obligations. Similarly responsible for the compilation of a service level agreement governing the performance of the repair direct labour force, ensuring compliance with the performance standards set.
4. Compile, maintain and manage the asbestos and asset registers ensuring both compliance with statutory imperatives and that the finance and procurement regimes are properly informed.

***RESIDENTS ARE THE REASON WE ARE HERE***

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5. Undertakes the inspection, specification and control of more complex non routine responsive repairs ensuring that financial standing orders are adhered to. Ensures that the JMB's responsive repair response to Fire Risk Assessment imperatives is effective, within budget and appropriate.
6. Overall responsibility for void properties managed by the Resident Services Officers ensuring they meet the relevant statutory and contractual criteria for re-letting within target timescales, including the production and maintenance of a standard specification. Direct responsibility for longer term/more complex void properties to ensure they are re-let to standard as quickly as possible.
7. Responsible for ensuring that all aspects of the responsive repairs service informs the major works programme including repairs history, quantities, layouts, installations and design.
8. Responsible for all aspects of the performance management of the responsive repairs service including the setting and reporting of agreed KPIs, budget reporting and control using a commitment system and the production of performance data and satisfaction surveys.
9. Ensures that all relevant aspects of the responsive repairs service relating to homeowners (leaseholders) are complied with including: statutory consultation in respect of long term contracts or individual repairs; coding and the construction of responsive repair service charges; internal repairing responsibilities; breach of lease in respect of repairs; delivery of the contractual obligation in respect of repairs; and the development of any voluntary repair assistance schemes. Also responsible for producing the procedures and subsequently ensuring that all buildings insurance claims are made by the JMB (or leaseholders).
10. Delivers all aspects of the responsive repairs service within budget recognising that aspects of the service is demand led. Exercises appropriate budgetary control across the range of budgets ensuring that there is no overall overspend.
11. Participate in meetings as required including ad hoc resident meetings or those with TRAs; JMB sub groups or the Board. Participation includes taking notes/minutes as required; writing reports for consideration/scrutiny, responding effectively to relevant matters. Participate in any formal complaint process.
12. Manage the provision of an out-of-hours emergency repairs service (provided in-house or contracted) including, working with other colleagues to communicate to residents the scope of the service; personal attendance out of hours as required; and follow up actions.
13. Production, maintenance and review of all procedures relating to the responsive repairs service including procedures for the Resident Services Officers.

## **Job Context**

The post holder will report to the Property Services Manager however on a day-to-day basis the post holder will be autonomous in carrying out duties and will be expected to work without the need for regular direction. He/she manages a small team having overall responsibility for the strategic management of a repairs service rather than the day to day management of the in house team or individual routine repairs.

Person Specification

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Unless stated Desirable (D) all criteria are essential. Criteria noted under experience and knowledge will be assessed at shortlisting stage and may be discussed further in any interview.

**Experience**

1. Experience of procuring/managing responsive repair contracts in a mixed tenure environment.
2. Experience of the issues of delivering a responsive repair service utilising a direct labour force.
3. Experience of procuring and managing consultants managing responsive repair contracts.
4. Experience of budget control and reporting in a demand led environment.
5. Experience of inspecting, specifying, tendering and managing non routine responsive repairs.

**Knowledge**

1. Qualification in Building studies or equivalent/be working toward a qualification (D) or have extensive appropriate experience.
2. Understands issues around the delivery of reliable repairs responsive processes in an urban environment using a direct labour force.
3. Understands safety/maintenance requirements of block of residential accommodation, especially Part B blocks.
4. Working knowledge of the legal requirements inherent in delivering a repair service to council secure tenants and homeowners and how to measure and respond to customer satisfaction drivers.
5. Understands the importance and use of data in providing a repairs service, including creating and maintaining an date asset register, amongst other data sets.
6. Understand the how IT can assist in achieving a reliable repair process

**Skills and Abilities**

1. Able to communicate effectively with a wide range of people orally and in writing.
2. Able to effectively plan and organise a wide and challenging workload.
3. Ability to influence the working of staff not under your direct management
4. Able to write complex technical reports and set out procedures.
5. Able to analyse processes and performance data
6. Numeracy budget management skills and application to achieve value for money
7. Able to manage and motivate staff
8. Take responsibility for continuing self-development and keeping abreast of pertinent developments in the field.