

## JOB DESCRIPTION

Job Title: **Responsive Repairs Manager**

Salary: L12: **£51,567 - £54,597**

### PURPOSE OF JOB

The main purpose of the job is to help the JMB progress from providing a solid-good, to progress to providing an excellent responsive repairs service. The main responsibility will be the management of the JMB's in-house repair team, with additional responsibility for the management of external contractors who also undertake responsive repairs.

### Main accountabilities

- Manage the in-house repair team, ensure high productivity and oversee the scheduling of work
- Specify and resolve complex repair problems
- Manage KPIs to assess performance
- Management responsibility for the Contract Coordinator, Working Supervisor, in-house repair team (6 people) & administrative support
- Manage responsive repair contractors for services such as large building works, drainage, upvc windows, asbestos, roofing, heating, lifts and entry phones (day-to-day control/ liaison is with the Contracts Coordinator)
- Budgetary control for the in-house team and external contractors
- Manage the out of office hours responsive repairs service
- Lead the responsive repairs response to emergency situations
- Complaint resolution, if this cannot be resolved by team members
- Fire safety works (non-major works) (day-to-day control by the Contracts Coordinator)
- Coordinate the JMB's damp and condensation strategy

### Job context

This is a permanent job. We hope that the postholder will enjoy a long career with the JMB and continue to develop personally and professionally

The JMB is a resident managed organisation and the quality of the service we provide to our council tenants and leaseholders is critically important.

We are a local community organisation and all of our team have a high-level of interaction with our residents.

Working outside standard hours is not routine, but will be required occasionally when we have an urgent repair problem to resolve.

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

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WWW.LEATHERMARKETJMB.ORG.UK

Our intention is to grow our in-house repair team by taking on repairing empty properties, fire safety works and providing an out of hours' emergency service. When the team takes on out-of-office hours repairs the postholder will participate on a rota, with the appropriate financial reward.

## **Competencies**

1. Ability to manage an in-house responsive repairs team
2. Ability to manage external responsive repairs contractors
3. Understands how to deliver and quantify (KPIs) an excellent repair service
4. Understands how budgetary control of a responsive repair service is exercised
5. Able to specify and schedule repairs (including the expected time to be taken and materials)
6. Able to diagnose and specify complex repairs
7. Able to train and support colleagues
8. Cares about the repair service we deliver to our council tenants and leaseholders
9. Able to work cooperatively with colleagues
10. Able to solve problems.

## Job Advert

### Responsive Repairs Manager: £51,567- £54,597

Do you:

- Want to work for a successful community-based housing organisation that enjoyed the support of 90% of residents in its 2021 Continuation Ballot
- Care about the repair service delivered to council tenants and leaseholders
- Want a permanent job, where you can access training and build a career
- Work in a vibrant area, close to London Bridge

Are you:

- A skilled tradesperson
- Good with people

For more information about the JMB visit our website [www.leathermarketjmb.org.uk](http://www.leathermarketjmb.org.uk)

To apply please email your CV together with a personal statement/covering letter stating how you meet all of the criteria set out in the person specification to [Recruitment@LeathermarketJMB.org.uk](mailto:Recruitment@LeathermarketJMB.org.uk)

#### Terms and conditions

- **Salary: £51,567 - £54,597** (The JMB operates a performance management system, which allows for incremental progression when performance is good.)
- **Hours:** Full time 36 hours per week (Monday to Friday: 8am to 4.15pm)
- **Annual Leave:** Starting 26 days per year plus bank holidays
- **Benefits:** Pension scheme, training opportunities, season ticket loan, life assurance, employee assistance programme, sickness pay and work mobile

Recruitment is on a rolling basis: If you are good we will offer you an interview

**Closing date for application: 29<sup>th</sup> March 2022**