

Job Title	Service Manager (Responsive)	Location	Various	Job Family	Grade
Reports to	Regional Head of Service/RDM(NW)	Designation	Mobile	Guinness Property	D

Overall Purpose: To manage and support an area based operational team in the delivery of a quality Responsive Repairs service.

Responsibilities & Outcomes	Skills / Experience	General Role Expectations										
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> Manage an area based team of operatives to deliver a great responsive repairs service in the most efficient way. Support and develop a team of operatives to ensure that the customers receive a quality and professional service Manage operative productivity within the area by periodic assessment of time attending appointments compared to schedule and visiting sites to review the quality of work completed. Manage subcontractors' within the area to ensure performance is at a high standard and compliant with financial and non-financial contractual arrangements. Work collaboratively with Asset Management & Customer Services teams to support our joint operating plan. Undertake audits of work to monitor Health & Safety, quality of work and materials including pre and post inspections. Provide timely and regular H&S updates and business information to operatives and test the understanding of information provided. Ensure that Guinness's obligations relating to all Health and Safety and other statutory regulations are adhered to and carry out accident/incident investigations with the support of the Health & Safety team.. Ensure that in the delivery of the service we value and respect all of our customers. Support the protection and safety of our customers by ensuring safeguarding procedures are followed and safeguarding concerns are appropriately identified, monitored and reported. <p>Key Outcomes:</p> <ul style="list-style-type: none"> KPIs relating to customer satisfaction are met or exceeded. Operational KPIs relating to quality are achieved or exceeded The responsive repairs service is managed effectively, within budget and out of responses remain below target. Compliance with all relevant Regulatory requirements, Policies and Procedures. Robust & pro-active approach to Risk, Health & Safety Safeguarding concerns, suspicions or allegations of abuse are appropriately identified, recorded and sent to Tenancy Enforcement 	<p>Essential:</p> <ul style="list-style-type: none"> Up to date knowledge of building construction, maintenance, repairs and safety legislation. Experience of leading, managing, developing and motivating teams. Up to date knowledge of housing sector best practice and relevant legislation. Knowledge and experience of sub-contractor management Experience of successfully delivering an excellent customer focussed repair service. Experience of repairs management information systems. Excellent oral and written communications. Ability to manage and performance manage operational teams. Demonstrate the Guinness Behaviours. <p>Desirable:</p> <ul style="list-style-type: none"> Experience of working as part of a management team delivering front line services. Excellent organisational and time management skills <p>Qualifications</p> <p>Essential:</p> <ul style="list-style-type: none"> Relevant Technical qualification – trade NVQ level 3 or equivalent. NVQ III First Line Management <p>Desirable:</p> <ul style="list-style-type: none"> Site Management Safety (SMSTS). <p>Other</p> <table border="1"> <tr> <td>Driving Licence Required</td> <td>Yes</td> </tr> <tr> <td>Mobile working required</td> <td>Yes</td> </tr> <tr> <td>Evening and weekend working required</td> <td>Yes as necessary</td> </tr> <tr> <td>Emergency Call-Out Rota</td> <td>Yes</td> </tr> <tr> <td>Other</td> <td></td> </tr> </table>	Driving Licence Required	Yes	Mobile working required	Yes	Evening and weekend working required	Yes as necessary	Emergency Call-Out Rota	Yes	Other		<p><i>These are the requirements for roles at Grade D. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</i></p> <p>Accountability:</p> <ul style="list-style-type: none"> Accountable for meeting defined business objectives and goals. Conducts work planning and prioritisation to optimise performance of resources. Provides input to group/area plans and targets <p>People Skills:</p> <ul style="list-style-type: none"> Allocates resources and responsibilities within the team to deliver business results. Manages internal/external relationships for team/group. Participates in and inputs into the fairness and consistency of the employment experience. <p>Impact & Influence:</p> <ul style="list-style-type: none"> Makes decisions, some complex in nature, which have an impact on team activities. Actions likely to impact internal and external parties within area or specialism. Acts as an advisor to others on own area of expertise or specialism. <p>Thinking Challenge:</p> <ul style="list-style-type: none"> Inputs into business focused solutions. Deals with complex issues/problems affecting own area with minimal referral to manager. Applies analytical skills in assessing complex concepts/principles and helping determining solutions. Defines standards and reusable approaches within own area and beyond. <p>Customer Service:</p> <ul style="list-style-type: none"> Respects and values customers, both internal and external, and demonstrates our commitment to high quality customer service in all that is done.
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Mobile working required	Yes											
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Other												

You are also required to undertake any other duties within your capabilities as may be reasonably required.