



# REPAIRS MANAGER OCTAVIA

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working in partnership with

**OCEAN EDGE**  
EXECUTIVE SEARCH



# ABOUT US

Octavia provides thousands of people in London with good quality, affordable, well-planned and well-managed homes, alongside care and support services and community projects.

We have been managing homes for 150 years, which makes us one of the oldest housing associations in England. Currently we manage around 5,000 affordable properties in central and west London but we have exciting plans to grow, and as the city continues to change, so will we.

Octavia Living our not-for-profit development initiative is helping more people to get a foot on the housing ladder with innovative part-buy, part-rent schemes as well as private properties for sale on the open market. We reinvest the surplus from Octavia Living into building more affordable housing and bolstering our care and support services and community work.

We are always open to new ideas, but remain true to our fundamental purpose and values which include giving people on low incomes the opportunity to stay living close to where they work or have longstanding social ties.

Our success and our plans for the future would not be possible without our dedicated team of over 300 Octavia staff members. Every one of our employees helps to make a difference to the lives of our residents and other local people, and we look after our team members well.

We are looking for an experienced Repairs Manager to lead a team of staff, oversee the Repairs Service and ensure customers receive an excellent service.

It's a really exciting time to join Octavia. If you would like to join us, we look forward to your application.

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# A GREAT PLACE TO WORK

Working for Octavia is incredibly rewarding. Everyone in our team makes a difference to people in the diverse and vibrant communities we serve in central and west London. In turn, we reward our staff for their dedication by offering competitive salaries and an excellent range of employee benefits.

But don't just take our word for it. We have twice been listed in The Sunday Times' Best 100 Not for Profit Organisations to work for.

## **A great place to work with generous employee benefits**

As well as a competitive salary (which is reviewed each year) you will benefit from:

- A flexi-time system which can result in an extra thirteen days of leave
- A generous annual leave allowance which increases with long service
- Enhanced maternity and paternity pay
- A generous group personal pension scheme which doubles any contribution you make (up to a maximum of 10% of your salary)
- Loans to buy a travel season ticket or a bicycle (enabling you to spread the cost over 12 months)

- Life insurance cover
- Childcare Vouchers
- Payroll Giving if you want to donate to charity
- Access to Health Cash Plan (for discounted optical, dental and small health procedures)
- Performance awards for top performing staff who exceed their targets (up to 2.5% of your salary)
- Employee Assistance Programme – a 24hr telephone line offering free and impartial advice on legal issues or health concerns
- A dedicated learning and development plan for every employee

## **Equal opportunities**

We are an equal opportunities employer and we make sure that every step of our recruitment process is fair.

# ROLE PROFILE

## REPAIRS MANAGER

**Salary:** £44,000

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**Department:** Asset Management

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**Location:** Emily House, 202-208 Kensal Road, London W10 5BN

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**Reporting to:** Assistant Director of Asset Management

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**Supervising:** 3 Building Inspectors and 2 Customer Support Officers

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We are recruiting a Repairs Manager to lead a team of staff, oversee the Repairs Service and ensure customers receive an excellent service.

You will be dedicated to improving the customer experience; looking at ways to enhance the service as a whole, deliver value for money and ensure every repair request is dealt with efficiently and effectively. You will need an eye for detail and the ability to look at the bigger picture; monitor repair trends and work with suppliers, contractors and colleagues to identify and rectify ongoing repair issues.

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### Key tasks

#### Staff Management

- Oversee a team of Building Inspectors and Customer Support Officers, ensuring targets are met, safety regulations are adhered to and an excellent repairs service is provided to residents.
- Encourage, motivate and manage a team of staff, carry out appraisals and identify training and support issues.
- Ensure new staff are provided with an induction programme and are fully trained on policies/ procedures and systems.
- Ensure that staff adhere to safety regulations when carrying out site visits and are adequately trained to assess risks.

#### Contract Management

- Monitor the performance of contractors to ensure KPIs are met, quality is maintained, issues are dealt with swiftly, value for money is achieved and budgets are adhered to.
- Promote the Repairs Service internally so that staff are aware of, and follow protocols.
- Monitor the out of hours repairs service to ensure repairs are followed up.
- Monitor and report post inspections.
- Identify ways to improve the service whilst achieving Value for Money. Analyse trends in repair requests to help reduce responsive repairs and feed into planned maintenance programmes.

### **Budget monitoring**

- Monitor day to day repairs and voids budgets, and liaise with contractors to agree monthly excluded works valuations.

### **Customer feedback**

- Ensure complaints are responded to and analysed for future service improvement. Produce a monthly report on outcomes.
- Attend evening meetings, co-ordinate resident meetings to discuss the Repairs Service.

### **Other**

- Provide duty phone cover and out of hours cover as required.
- Contribute to the review and revisions of policies or manage specific repairs related projects as required.
- Ensure Mutual Exchange Inspections are carried out in accordance with procedures and liaise with Housing Teams.

# PERSON SPECIFICATION

## REPAIRS MANAGER

The following list of skills, knowledge, experiences and personal characteristics are classed as essential criteria for the role of Repairs Manager. Please consider how you meet these criteria to help inform your application and interview.

### Experience

- Experience of working in a service delivery environment (ideally in property repairs).
  - Minimum 2 years staff management experience.
  - Experience of delivering service improvements.
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### Skills

- Leadership and clear management style – the ability to motivate.
  - Excellent organisational skills, delivering to outcomes and timescale.
  - Excellent skills in writing concise reports using clear and plain English.
  - Ability to think pragmatically and analyse data to make good decisions.
  - Excellent written, verbal communication skills.
  - Ability to persuade, negotiate and influence at all levels.
  - Ability to interrogate, analyse and interpret performance data.
  - Ability to work in partnership to achieve shared goals.
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### Knowledge

- Understanding of contract management and working in partnership.
  - Good understanding of property maintenance and construction of buildings.
  - IT applications and contact management systems.
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### Other

- To be educated to degree level or equivalent.
- Highly motivated with a drive to deliver.
- To be proactive, self motivated with the ability to work well under pressure.

**Apply  
for the  
role**

To apply please email your CV and a covering letter clearly explaining how you meet the person specification to our recruitment partners Ocean Edge, email: [jobs@oceanedge.biz](mailto:jobs@oceanedge.biz)

**The closing date is Friday 8 February, 2019.**

If you would like an informal discussion about this opportunity, please get in touch with the Ocean Edge team on **023 8000 1153**.

More details are available at <http://oceanedge.biz/octavia>

# TO APPLY

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