

COSMOPOLITAN HOUSING GROUP LIMITED

JOB DESCRIPTION

DESIGNATION : CYCLICAL REPAIRS MANAGER

RESPONSIBLE TO : ASSET MANAGER

JOB SUMMARY

To ensure the successful delivery of Cosmopolitan Housing Group's cyclical maintenance programmes and service contracts to tenants and other service users and ensure the Association meets its statutory aims in accordance with relevant current Health and Safety legislation and all regulatory requirements, in relation to the TSA's Home Standard.

To work as part of the Asset Management Services team and contribute to the overall strategic management and development of the Asset Management Service.

MAIN DUTIES:-

Manage, develop and direct staff undertaking the Cyclical Maintenance programmes and service contracts.

Manage the cyclical maintenance budget, ensuring that it is consistent with the Group's financial standing orders, ensuring best value and sound financial management.

Monitor trends and set future budget allocation accordingly.

Manage and analyse service charge information to ensure residents receive the most cost effective solution.

Deliver the cyclical maintenance service to 2500 tenants, owner occupiers and other service users, ensuring consultation and involvement are carried out as appropriate.

Develop a 5 year cyclical maintenance programme, taking into account trends within the responsive repairs service.

Deliver the service within defined timescales and Business Plan assumptions.

Deliver the service within the Stock Condition Survey assumptions.

In consultation with appropriate partners such as tenants and owners, agree standards and define work specifications.

Target budget appropriately by planning works to deliver value for money and reduce demand for responsive repairs.

Target budget appropriately to ensure consideration is given to requirements for aids and adaptations.

Liaise with appropriate external agencies to ensure that the delivery of aids and adaptations provides value for money and follows agreed protocols and procedures.

Develop and deliver work packages, taking account of lifecycles and need.

Procure works in accordance with the Group's policy and within current legislative and regulatory restrictions.

Procure works to deliver value for money to the Group.

Implement a rechargeable repairs policy and procedures in order to maximise the collection of revenue.

Ensure that the planned maintenance service provides best value, through effective procurement, to the Group, its tenants and other service users.

Ensure the levels of customer satisfaction meet or exceed agreed Key Performance Indicators.

Contribute to internal and external auditing of cyclical maintenance programmes to ensure high levels of service delivery.

Develop and manage an effective performance monitoring and reporting system to ensure that good quality performance information is available to support effective management for improvement.

Develop robust project management procedures, including detailed project files.

Ensure that the Group's policy is followed during the delivery of the planned maintenance programmes and report any failures or risk.

Develop a cyclical maintenance service Improvement Plan.

Develop policies, procedures and protocols that meet new demands as a direct result of changes of legislation and regulatory guidance.

Write and present policy and decision papers to Committee / Board.

Participate in Benchmarking and Best Value network groups on cyclical maintenance works.

Participate in government consultation that impacts on the delivery of an effective cyclical maintenance and asset management service.

Deputise in the absence of the Asset Manager as required.

Plan and manage budgets and staff resources effectively, taking decisions as appropriate.

Resolve complaints in line with the Associations Complaints policy.

Practice and promote equality of opportunity and non-discriminatory practices, in accordance with the Group's Equality and Diversity policies

Such other duties as the Operations Director and/or Group Chief Executive may from time to time require