

**JOB DESCRIPTION**

# JOB DETAILS

**Job Title:** Care & Repair Manager

**Location:** Inverness

**Team/Directorate:** Property Services

**Responsible To:** North Maintenance and Homeworks Manager

**Responsible For:** Care & Repair Supervisors, Officers & Care & Repair/ Handyperson Assistants

# JOB PURPOSE

To promote, manage and develop the Association’s Care and Repair Service, including Handyperson and Telecare services covering Badenoch and Strathspey, Inverness and Nairn, and Caithness (incorporating Pentland HA’S Care & Repair Handyperson services following stock transfer in April 2022) to ensure that it meets its contractual requirements, key objectives and performance indicators.

# ROLE AND RESPONSIBILITIES

## Principle Duties and Responsibilities

* Overall responsibility for the operational delivery of a Care and Repair Service.
* To fulfil the terms of Agency and Service Level Agreements between the Association and Highland Council / NHS Highland, whilst paying due regard to and ensuring adherence to the Association’s policies, procedures and business plan objectives.
* To lead, manage and motivate the Care and Repair and Handyperson staff in order to maximise their contribution towards the delivery of Care and Repair/Handyperson/Tele-care services to accord with a quality plan issued by the Highland Council, ensuring staff are clear about their objectives and targets.
* To support the integration of the Pentland HA Care & Repair and Handyperson Services into the existing Cairn team.
* To support staff to ensure that clients maximise their benefit entitlements and in particular help older people to apply for grants.
* To maintain awareness and plan for service implications of the changing demands and priorities established by the Highland Council/NHS Highland as commissioners.
* To develop and manage new business opportunities for the Care and Repair and Handyperson service.
* To prepare, implement and monitor a Care and Repair Business Plan and Care and Repair contract with the Highland Council. To liaise with external organisations including the Highland Council, other organisations and individuals who contribute towards the aims and objectives of the service.
* To establish & manage quality monitoring systems and quality assurance checks for Care and Repair and Handyperson Services.
* To manage, validate & control budgets, monitoring income and expenditure of the service including organising for the annual award for programme improvement grant work in accordance with the contract in place.
* To complete and submit Annual KPI return to Care & Repair Scotland.
* To assist in the selection, interview and appointment of the Association’s Care and Repair and Handyperson staff when required.
* To provide general personnel support, carry out regular appraisal and supervision and co-ordinate training for all staff.
* To publicise the Care and Repair and Handyperson service as a brand in a positive manner.
* Collaborate with the Care & Repair Highland project group to promote, develop & help shape the future of Highland Care & Repair services.
* To assist and support the North Maintenance & Homeworks Manager in all service-related areas regarding Care & Repair Handyperson services.
* To perform other duties in line with the role and in support of the Cairn Housing Group.

## Key Performance Requirements and Service Standards

Manage and ensure the following standards are met:

* Service Level agreement provided by The Highland Council
* Service Level agreement provided by NHS Highland
* Timely submission of Annual KPI return to Care & Repair Scotland
* Services standards to be met as per Cairn HA

Key service standards:

# Meeting the agreed timescales for repairs as per SLA.

* Ensuring a qualified person or contractor undertakes a repair.
* Inspect all works over a £1000 in value to ensure they are completed to a high standard.
* Meet the Right to repair legislation timescales where applicable
* Oversee & ensure that all Care & Repair projects & Handyperson jobs are complete against building regulations, Care & Repair Scotland standards & Cairn’s quality standard.
* Ensure that the service provides customers with a timescale for undertaking a medical adaptation.
* Ensure that customers’ homes are treated well and left safe at the end of the day.
* Ensure that our customers have use of gas, electricity and sanitary services at the end of the day or make alternative arrangements for accommodation.
* Investigate and respond to complaints in line with Cairn’s policy.

## Key Contacts – Internal & External

* Internal, all departments in line with partnership working.
* Direct Customers, for all general advice support and monitoring of a householders’ needs.
* Local Authorities, for joint working on projects and ensuring compliance with regulations.
* Other External Partners, for joint working on specialist projects.

# Elected members (Councillors, MSPs, MPs) with members enquiries and issues relating to homeowners.

* Homeowners when work is being carried out in their homes.
* NHS Social Services, Occupational Therapists, when giving assistance to meeting our customers’ needs
* External services, such as Scottish Water or the National grid (Transco) when reporting issues that are not the responsibility of the Association but are in direct relation to the safety or repair of our housing stock.
* External suppliers, ordering materials or equipment when previously authorised.

## Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to, such as CDM 2015, COSHH, HASAWA, GSIUR, RIDDOR, ETC.
* Comply with safe working practices as defined by Cairn Housing Group.
* Complete online training as and when required along with ensuring staff are completing all relevant training required by the role.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Co-ordinate & hold team time training meetings with staff and ensure that relevant health and safety topics are discussed and ensure all training is recorded appropriately.
* Manage the weekly toolbox talk with trades persons and ensure that relevant health and safety topics are discussed and ensure all training is recorded appropriately.
* Manage & oversee all risk assessments/method statements including an annual risk assessment review.
* Implement new safety measures through reviews to safeguard employees.

## General

* Be aware of and adhere to Cairn Housing Group policies & procedures at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

## Other

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group
* Adhere to the codes of conduct expected of a Cairn employee
* Update & review cornerstone progress, record evidence of competencies and goal progress

# PERSON SPECIFICATION: CARE & REPAIR MANAGER

|  |  |  |
| --- | --- | --- |
| CRITERIA | ESSENTIAL | DESIRABLE |
| Qualifications and specific training | Educated to HND level in Construction or other relevant professional qualification.  IT systems:  Microsoft packages, Word, Excel, PowerPoint  Experience using a Repairs system or client database  IT System Literacy (general)  Health and Safety awareness  Level of understanding around contract management & procurement. | Prince 2 PM  IOSH  CDM 2015  Gas Safe level 2  Electrical safety Awareness  Fire safety Awareness  Management of Asbestos  Legionella management  Water bylaw awareness |
| Experience | Substantial Experience in the following:  3 - 4 years’ experience within project, contracts or construction management.  Workings within the parameters of a contract and ensuring compliance with the scope of works and terms and conditions outlined.  Experience of managing staff | Experience with Care & Repair, Handyperson or Telecare Services  Experience of providing services to Local Authorities or NHS  Clerk of Work experience is desirable.  Supervisory experience of working with a maintenance contract.  Managing tradespersons in a previous role |
| Knowledge | Advanced = Professional qualifications such as HND relating to Construction/building maintenance or project management, experience.  Detailed understanding of how to manage staff.  Detailed understanding of, or able to reference;  COSCH  IOSH  CDM2015  GSIUR  Electrical Safety and continuity regulations  Legionella control  Fire Risk Assessments | Knowledge of current governing legislation which is enforceable upon the association that would be required to make an informed decision on adherence of that legislation, such as:  Scottish Housing Quality Standards (SHQS)  IEE  Health and safety at work  Gas safety  Electrical safety  Fire safety Awareness  Management of Asbestos  Legionella management  Water bylaw awareness  GDPR  Lone Working  Energy Performance of a home |
| Skills | Highly developed communication skills, with the ability to tailor to the audience and use a range of engagement methods (verbal, plain English, written reports, etc.).  Proven project management skills with the ability to work under pressure, co-ordinate a varied and complex workload in a busy office environment.  Ability to work under own initiative and prioritising and organising own workload.  Highly developed in evaluating, diagnosing, and remediating a variety of building defects by applying analytical thinking and problem solving.  Highly developed in delivering and prioritising repairs and improvement works via internal and external delivery methods.  Ability to identify improvements and implement changes  Proven experience in managing and leading a team. | Other software use;  CAD or other technical drawing programmes  Portal access and use (contractor specific)  Microsoft Project  Epix (works order system)  PIMMS (asset database) |
| Personal attributes | * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes) * Delegating (appropriately designates responsibility and refers problems or activities to others for effective action) * Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation) * Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes). * Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations). * Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities) * Listening (draws out opinions and information from others in face-to-face interaction) * Communication (is proficient in both written and verbal communication) |  |
| Additional requirements | Full UK driving licence with access to a vehicle for business use.  Flexible Working to suit the business needs, work late or OOH attendance in extreme circumstances.  Ability to attend events to promote & represent the Cairn Group.  Satisfactory return of a Disclosure Scotland check. |  |

Job Description and Person Specification Agreement:

The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders Signature: Date:

Managers Signature: Date: