

Repairs Service Manager

Recruitment pack

May 2019

Contents

Welcome from Tracey Lees, Chief Executive	3
Why work here	4
Our culture	5
Reasons to be excited	6
Our Target Operating Model	8
Applying to work at Wandle	9
Terms and Conditions, and key dates	16

Welcome



Tracey Lees
Chief Executive

Thank you for your interest in joining Wandle. I hope that after reading our information pack you will decide to apply. The pack, together with additional information available on our website, will tell you about Wandle, where we have come from, what we have achieved to date and our future plans.

Wandle has a proud history of providing homes in south London. We started in 1967 and now have over 7,500 homes in nine south London boroughs.

As well as building more homes, we are committed to improving our services to our residents.

This year, we launched our new Target Operating Model, which sets out our vision for Wandle. Through our five strategic aims - technology, process, people management, organisation, and partners and alliances, the way that we work and the way our stakeholders and customers engage with us will be radically different in 2024.

Everything we do will be aligned with our value proposition, to be low cost to our customers, deliver a dependable localized service and to provide safe and affordable homes.

It's an exciting time to join us, as there's a real opportunity to make your mark, and contribute towards our ambitious plans.

Yours sincerely,

A handwritten signature in black ink that reads "Tracey Lees".

Tracey Lees
Chief Executive

Why work here

Wandle is changing day by day so there has never been a more exciting time to join us. We need bright, customer-focused individuals to help shape our future and change our residents' lives for the better. Here are some of the best reasons to join us...



Room to develop

Things are developing rapidly, so we need our people to do the same. If you believe that anything is possible and you are ready to learn, we will be with you all the way. We offer a wide range of training and development opportunities to help you grow and reach your potential.

From quick 90 minute sessions to management development, we provide training at every step of your career.



Respect for equality and diversity

We promote fairness and opportunity for both our customers and our people. Join us and you can be sure that the services you are helping deliver are built around the demands of the diverse communities we serve.



Rewards to keep you happy

As well as a competitive reward package and a wide range of benefits that can be tailored to suit you, we offer nice perks too, such as free fruit, Cycle to Work, Employee Assistance, healthcare, season ticket loans, retail discounts and massages.



Freedom to explore

People do their best work when they feel stimulated, challenged and inspired, so we will do our best to make sure you do. With so much change and improvement, there is certainly plenty of freedom here to explore new ideas.

Our culture



Our purpose

Supporting people, across south London, who need a home

- Reliable customer service
- Building and managing good quality, affordable homes
- Investing in local communities
- Attracting and nurturing the best people

Our purpose is at the core of the organisation.

It's the foundation from which we guide every aspect of our work and why we exist.



Our vision

Homes to be proud of and services you can trust

Our vision sets out exactly what we're here to do. It tells everyone what we want to achieve and keeps us focused on doing precisely that.



Our values

Think customer
Build relationships
Work together
Aim high
Own it

It's how we do things here. It's how we think, talk and act.

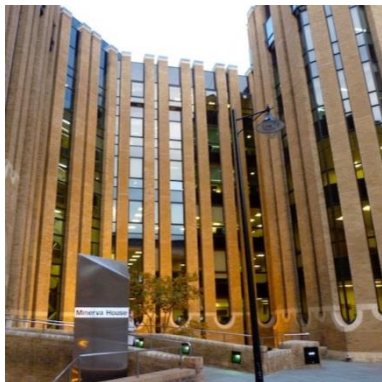
It's the behaviour that people can expect from us, and it's how we work towards making our vision a reality.

Our plan to 2024



Reasons to be excited

Where we work



Based in our offices at London Bridge, Wandle is active in nine south London boroughs: Lewisham, Croydon, Bromley, Southwark, Wandsworth, Lambeth, Kingston, Sutton and Merton.

Our central London office, located between bustling Borough Market and the River Thames, is conveniently located near London Bridge Station for National Rail and London Underground services.

We are investing



We're investing in new IT systems to support our Target Operating Model, fundamentally changing the work we do and how we do it.

Alongside this, we recognise that the homes we own are our most valuable asset and it is vital that they receive the investment they need to keep them that way, as well as delivering new homes across south London for people who need them.

Leadership



We are governed by a Board of 12 members, with sub-committees looking at Asset Investment, People and Governance, and Audit.

Our organisation is headed by our chief executive Tracey Lees, supported by three executive directors: Sue Bate - Executive Director, Finance, Yinka Bolaji – Executive Director, Property and Development, and Troy Henshall – Executive Director, Business Services and Transformation

Our proud history

Over the past 50 years we have demonstrated a strong track record in providing new homes and services and we remain committed to our core purpose: Supporting people, across south London, who need a home. But we are also looking to the future.

Putting a roof over a family's head is a life-changing thing - it's vital work and it's been our bread and butter for 50 years.



Looking forward

We've just agreed our Target Operating Model, and we're still working on the polished format to share it with all our stakeholders. It's an exciting plan that takes us to 2024.

Eventually it will be presented in a digital format on our website, but we've included the summary from page 9 so you can take a look now.



More than just a landlord

We believe that we can make a real difference in the communities we serve. It's why we're proud members of Placeshapers – a group of housing associations shaping communities around shared values, and Homes for Cathy – campaigning against homelessness.

Our Community Investment team deliver a range of projects designed to help those in our community to – from digital inclusion to money matters and opportunities for schoolchildren.



Our Target Operating Model

Our value proposition is **to be low cost to our customers, deliver a dependable localised service and to provide safe and affordable homes.**

We do this through the following five strategic aims, which are underpinned by their visions, outcomes and actions. Each of these has key performance indicators (KPIs), as well as headline KPIs which check our progress towards our value proposition.

A. Organisation –

Wandle has a fit for purpose organisational structure and governance arrangements aligned to the needs of its customers, enabling delivery of consistently good services and value for money to our customers

B. People Management –

Wandle provides the best place to work, ensuring staff are empowered to make decisions and inspired to deliver consistently good services to our customers

C. Process –

Our Customers are at the heart of what we do, co-designing our services and receiving consistently good services and value for money

D. Technology –

Wandle is digital by design, driven by customer preference and making smarter decisions as a result of being data driven to enable delivery of consistently good services and value for money to our customers

E. Partners and Alliances –

Wandle will work in partnership across south London to enable delivery of consistently good services and value for money to our customers

Applying to work at Wandle

Applying online is quick and easy but you will be asked to supply information to support your application known as key criteria. The key steps in the application process are described below.

The Role Profile and the Person Specification are contained in this pack

The **Role Profile** describes the main purpose of the job and will list the tasks and duties which you will be expected to perform if you are appointed.

The **Person Specification** tells you what skills, values and behaviours a person must have to be able to do the job. Decisions on who to invite for the interview are made by assessing the key criteria you tell us on your application form and comparing with what we have asked for in the person specification.

Personal details

Make sure you complete this section fully. It is important that you provide us with your e-mail address, full address, and contact details as we will need this to contact you should you be shortlisted for interview.

CV and application form

The application form plays a very important part in the selection process, and will be used as the basis for shortlisting you for a job.

The first stage of the process allows you to upload your CV. Your CV alone will not provide the information the recruiting manager will need to make a full assessment of your application.

Key criteria on the application form

You must fill in all sections of the key criteria form, making sure the information you provide is clear, accurate and relevant.

This section provides an opportunity to describe your skills, values and behaviours that are relevant to this position and to detail how you meet each element of the key criteria / person specification. Before completing this section, read through the role profile and person specification, think carefully about how you meet the job requirements, considering your achievements and skills gained in paid and / or voluntary employment, outside interests and any other relevant activities. Ensure that you highlight any information that demonstrates your suitability for the position. This information is an important part of the selection process and should be completed by both internal and external applicants.

If the person specification contains values and behaviours, please provide evidence supported by examples how you have demonstrated each value or behaviour in the past in relation to the key criteria. The example you give should outline what you have done in the past to demonstrate that value or behaviour rather than what you would do if a particular situation arose. The example may be from your current job or from an activity you have done in the past. Specify your own experience and not the general work of your office or section.

Please note: You do not have to provide an example for each behavioural indicator under the key criteria at application stage. Do ensure you mention all relevant experience as we cannot assume anything from a job title you may have had in the past.

The information you provide will be treated as confidential and kept in accordance with Wandle's policies; it will be retained for 6 months then destroyed.

Please ensure that you submit your application form by the closing date. Applications received after this date will not normally be considered.

As we need the same range of information from all candidates we are not able to accept CVs alone in place of an application form unless otherwise stated.

Any offer of employment will be subject to you providing evidence that you have the right to live and work in the UK.

Applicant declaration

When applying for or being considered for a job, you must disclose if you are related to or have a close relationship with anyone at Wandle or are a resident. You must also disclose any unspent convictions. In submitting the form you confirm that all the information you have given in the application form is true and accurate. Giving false information which results in your appointment to Wandle will render you liable to dismissal without notice.

Equal opportunities employment monitoring

Wandle is committed to equal opportunities to ensure that the best candidates for any post are appointed irrespective of gender, sexual orientation, age, marital status, disability, race, colour, ethnic or national origin, religion or creed.

All aspects of recruitment are monitored to ensure that our policies and procedures are not discriminatory. Without accurate data on the composition of our workforce and on job applicants, we are unable to monitor the effectiveness of our commitment to equal opportunities in all our policies and procedures. The monitoring form is confidential. It does not form any part of the recruitment process and is not seen by the shortlisting or interview panel.

What Happens Next

Once you submit your online form, you will receive an acknowledgement email. Thereafter you will be kept up to date with emails throughout the application process.

If you are successful you will be invited for a first interview and an assessment. If successful at this stage it is our normal practice to invite candidates for a second interview.

Repairs Service Manager

Reporting to:	Wandle DLO Manager
Responsible for:	Trade Operatives/ Administrators/Schedulers and Surveyors
Location:	London Bridge & Mobile Working

PURPOSE OF THE ROLE

This role will be a generic resource

responsible for managing a repairs business unit that will deliver a day to day responsive and minor planned works to customers of Wandle.

The role will be responsible for the day to day management of a team of operatives to deliver a high performing in-house service and all resources that contribute in ensuring that the business unit is compliant, meeting targets and objectives with a fully engaged workforce.

The role will support the DLO Manager to deliver a first class repairs and maintenance service experience for our customers in south London. Specifically the role will ensure delivery of good quality services that are value for money and that services are improved upon using business intelligence to drive quality, meeting both customers' reasonable expectations and statutory and regulatory requirements

The role holder will also carry out pre- and post-inspections, looking at both quality and efficiency, as well as compliance with relevant policies, procedures and regulations. They will carry out on-site inspections of repairs ensuring high standards of quality work and customer satisfaction and will investigate any complaints arising from the operatives managed and jobs undertaken by the local team as well as managing complaints through to satisfactory resolution.

The role may also require paid out of hours working on a rota with other Repairs Service Managers to provide support to the Wandle out of hours service which may result in visits to sites where required out of hours

Principle Accountabilities
<p>Team Leadership</p> <ul style="list-style-type: none"> • To monitor team workloads and performance against corporate target and service standards • Monitor direct reports to ensure compliance with procedures, reviewing and addressing any areas of underperformance • To identify ways to improve and develop working practices and procedures to increase efficiency and performance • To monitor individual performance and development through performance planning, objective setting, monthly 121 reviews and annual appraisals • To monitor direct reports to ensure compliance with procedures, reviewing and addressing any areas of underperformance • Ensure effective use of people and financial resources to ensure services represent good value for money • To be a role model for the team and other colleagues around the business • To monitor the performance of the delivery team and external contractors and seek to continually improve customer satisfaction • To monitor and proactively manage contractor performance, dealing with any issues swiftly and professionally

Team Working

- Work collaboratively with colleagues to deliver services for customers
- Work with relevant teams across Wandle to ensure service delivery is maintained and customer satisfaction is increased

Responsive Repairs

- To be responsible for providing an excellent repairs service to our customers, ensuring properties are maintained to the highest standards and assist in building a culture of openness, customer focus, accountability and high performance
- Liaise with customers, clients and other team members to ensure all communications are effective
- To ensure Wandle maximises it's income at all times, ensuring voids are addressed proactively and effectively managed
- To work across planned, re-active and void maintenance projects you will be managing a team across all trades, issuing & planning works, supervising site and post inspecting for quality control
- To act as Wandle "Champion" for Health and Safety, ensuring Wandle meets its legal responsibilities including Fire Safety, across all of the Wandle's buildings
- To ensure repairs are diagnosed accurately and within target with the minimum need for variations and repeat visits
- To be available out of hours to manage/deal with emergencies which cannot be dealt with by the Call Centre or support the on-call team.
- To carry out pre and post inspections in accordance with the Wandle's policy
- To ensure that all works, tender and quotation matters, payment of invoices etc. are undertaken strictly in accordance with the Wandle's Financial Regulations

Planned Repairs

- To manage, co-ordinate and instruct all agents, contractors and consultants carrying out works to Wandle's homes, providing specifications where necessary and ensuring value for money
- To undertake estate inspections together with relevant staff and carry out all follow up work in the inspection programme

Budget/ Management Information

- To monitor budgets for jobs, invoices, expenditure of time & materials against schedule of rates
- To ensure work programmes are met and carried out within budget and that value for money is achieved
- To monitor and report on performance, complaints, customer satisfaction, identifying trends and implementing any improvement plans, producing reports as required.
- To comply with all of Wandle's policies, procedures, financial regulations and standing orders

General

- To ensure that our MCM database is up to date and accurate
- To work flexibly with colleagues and ensure adequate office cover at all times

- To undertake own administration and ensure all files are maintained and kept up to date
- To represent Wandle externally in an appropriate and professional manner, and in accordance with Wandle's values and expected standards of behaviour and conduct
- To support your own personal development by attending training events as required
- To comply with the organisation's health and safety policy
- To comply with the organisation's Code of Conduct by behaving in a professional manner at all times
- To demonstrate commitment to valuing diversity and upholding the organisation's equal opportunities and diversity policy at all times
- To undertake any other duties commensurate with this post, as directed by your line manager/Head of Service

Living our Values – Our values lie at the heart of everything we do and inform how we work with each other and in achieving our end goals for our residents and communities.

Diversity Equality & Inclusion – We value diversity and inclusion in all that we do and we believe in equality of opportunity.

Corporate Social Responsibility – We put our residents and communities first and fulfil our responsibilities as a social landlord of choice.

Health & Safety – We all contribute towards creating and maintaining a safe, healthy, hazard-free working environment by ensuring that we discharge our responsibilities here.

Confidentiality & Data Protection – We maintain and respect the privacy of customers, employees and other parties, handling personal information in a sensitive and professional manner.

Wandle reserves the right to alter the content of this job description to reflect changes to the job or services provided, without altering the general character or level of responsibility.

Person Specification

You will only be short-listed from the details written on the application form.

You must meet all of the criteria ranked as Essential. All applications will be scored and ranked to produce the final shortlist this may include desirable criteria where there is a high volume of applicants.

Key skills, knowledge, experience	Requirements	Essential criteria	Desirable criteria
Occupational/ Technical/ Professional Qualification(s):	Relevant professional qualification (CIOH, RICS etc):		D
Job Specific experience & knowledge:	Proven track record of management and leadership of an engaged and high performing team within the building / construction field	E	
	Proven track record of delivering a first class repairs and maintenance service in the building/construction industry	E	
	A sound knowledge of Housing Maintenance and Property Management	E	
	Experience of managing contractors and agents	E	
	Knowledge of statutory responsibilities relating to property management , Health and Safety and Housing	E	
	Project management skills with emphasis on delivery	E	
Information technology	Proficient in the use of Microsoft applications (Word, Excel, PowerPoint)	E	
	Experience of using property and asset management databases	E	
Financial Management:	Experience of controlling budgets	E	
	Understanding of financial regulations and company procedures relating to financial matters and value for money	E	
Effort	Self-motivated and able to work with minimum of supervision	E	
	Capacity to effectively organise and prioritise workload to ensure that tasks are completed in an efficient and timely manner	E	
	Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times	E	
Environmental Demands/working conditions:	Ability to supervise in ways that ensures that others plan and deliver even under pressure.	E	
	Ability to work effectively as part of a team	E	
Job Circumstances:	Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and	E	

	willing to work at other office locations as required. This role also involves being available out of hours to address emergencies.		
	Must have a car available for work purposes and a valid driving license.	E	
	You will have appropriate knowledge of relevant legislation which includes Health & Safety, Data Protection & Freedom of Information	E	
Skills and Behaviours	Ability to demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Wandle's Equality and Diversity Policy	E	
	Think Customer – meets customer needs by proactively building effective working relationships with customers	E	
	Ability to communicate effectively and is responsive to customers and follows through on customer inquiries, requests and complaints	E	
	Ability to maintain clear communication with customers, keeping them up to date	E	
	Ability to prepare comprehensive written reports, spreadsheets and presentation	E	

Terms & Conditions

Salary	£42,000 - £44,000 depending on experience
Pension	Wandle offers a contributory defined contribution pension scheme and matches contributions of 4-6%.
Annual leave	29 days annual leave plus bank holidays.
Hours of work	The normal office hours are 9.00am to 5.30pm, which is 37.5 hours a week.
Place of work	Our offices are based at London Bridge, London.
Probation period	6 months
Closing date	7 June 2019
Interviews and assessments	20 June 2019