

GRŴP CYNEFIN

JOB DESCRIPTION

SERVICE MANAGER

Department:	Property and Investment
Team:	Repairs and Maintenance
Accountable to:	Planned Repairs and Maintenance Manager
Responsible for:	Area Maintenance Officers / Works co-ordinators & Internal workforce (DLO)
Job location:	Denbigh, Penygroes or Bala / Working from home

PURPOSE OF POST:

- You'll be working within Grŵp Cynefin's Repairs and Maintenance department. The Repairs and Maintenance team deliver all repairs and maintenance work to empty and tenanted properties for the group, as well as undertaking investment works via a planned programme.
- Take responsibility and accountability for the efficient and effective delivery of planned investment, responsive repairs and void works to ensure that agreed targets and timescales are met or exceeded.
- Ensure that your team inspects homes and building sites during the pre-construction phase, works and on completion to assess compliance with Health & Safety, contract requirements and quality standards and ensure that all KPI's are monitored and met.
- Deliver the highest possible standards of customer service ensuring that our customers can live in homes of the best possible standards.
- Demonstrate motivational and inclusive leadership skills and be capable of implementing and managing change effectively.

JOB RESPONSIBILITIES:

1. Deliver a service that demonstrates high levels of performance, cost effectiveness and value to the organisation.
2. Deliver a customer focussed service, of doing things right first time.
3. Deal with customer complaints by following Grŵp Cynefin's policy and procedure and implement lessons learnt.
4. Be responsible for the procurement and management of sub-contractors within your allocated workstream.
5. Manage and monitor staff and contractor/supplier performance and take corrective action when required.
6. Ensure that sufficient on site health and safety inspections are undertaken, actions are completed and a quarterly report is presented to the management team.
7. Attend and represent the repairs and maintenance team at cross department corporate meetings.
8. Monitor and manage costs within your allocated workstream.
9. Produce clear and concise reports for the Repairs and Maintenance Manager and management team.
10. Always strive to improve satisfaction, raise standards and reduce complaints.
11. Work within the repairs and maintenance management team to identify and implement areas of improvement and efficiencies.
12. Work in partnership with other departments and organisations as required.
13. Maintain up to date knowledge on changes in legislation to meet obligations and implement best practice to improve services.
14. Clearly show a commitment to equal opportunities and customer care alongside established good practice, policies and guidelines.
15. Lead your team by motivating, coaching, training, and appraising.
16. Demonstrate and implement Health, Safety, Quality and Environmental (HSQE) excellence to protect staff, customers and service providers.

CORPORATE RESPONSIBILITIES:

Service Delivery	<ul style="list-style-type: none"> • Delivering the work to a high standard, on time and within budgets • Respond to internal and external customers promptly and professionally • Providing advice and support to co-workers/customers • Submit regular reports within the responsibilities of the position • Comply with all policies and any relevant legislation
Performance	<ul style="list-style-type: none"> • Contributing towards the successful achievement of Key Performance Standards • Working towards the aims and objectives of Grŵp Cynefin and supporting the development of the body
Policies and Processes	<ul style="list-style-type: none"> • Working in accordance with all Cynefin Group policies and processes • Ensure policies and processes align with legislative, managerial and well-practiced requirements • Review and propose amendments to policies to support continuous improvement
Financial and Budgetary	<ul style="list-style-type: none"> • Donate to effective budget management
Other	<ul style="list-style-type: none"> • Representing Grŵp Cynefin effectively externally by conveying a professional and positive image on all occasions • Commitment to tenant participation in all aspects of work

The above Job Description is not an exhaustive list of the duties and responsibilities of the position.

Other duties within the scale of the position will be required from time to time in discussion with the Manager.

The job description is reviewed regularly and in accordance with service requirements.

Any proposed change will be discussed with the office holder.

PERSONAL RESPONSIBILITIES:

Act in accordance with Grŵp Cynefin values:-

Transparent	We are open, clear, and always act with honesty
Inclusive	We foster an environment where every individual feels valued, respected and supported
Progressive	We are dynamic, resilient, and will confidently meet the challenges and opportunities of the future
<p>Ensuring confidentiality, security and integrity of data Promote and act in accordance with the Health and Safety Policy Promote equality and diversity in all aspects of the work.</p>	
<p>It is expected that all staff within Grŵp Cynefin operate within our Competency Framework, which are behaviours or skills that are essential for effective performance:</p> <ul style="list-style-type: none"> • Effective Communication • Work as a Team • Working Effectively and Efficiently • Customer Excellence • Continuous Improvement 	

MAIN LINKS TO THE POST:

Internal:

Repairs, Planned and Maintenance Manager
Works co-ordinators
Service Managers
Area Maintenance Officers
DLO
Asset Manager
Compliance Manager
Customer & Performance Manager
Customer Care Manager
Finance Department

External:

Tenants and other customers
Consultants
Subcontractors

NORMAL WORK ENVIRONMENT:

- Work at a desk in office / work from home.
- Travel to meetings/ training/seminars and similar internally and externally in Group offices, partners, participants or customers.

- Standard office hours, but occasionally additional hours to attend meetings outside of office hours.
- Be available to accept standby calls outside of normal work hours on a rota based system.

PERSON SPECIFICATION

Service Manager

All criteria are considered essential unless indicated as desirable

Education and Qualifications:

- Relevant Degree or professional management qualification or working towards
- Relevant technical qualification or demonstrable equivalent technical knowledge
- Evidence of continued professional development

Professional Experience:

- Experience of driving performance improvements, operating within a performance management culture
- Experience of managing a team within a similar environment
- Proven track record of success in managing large or complex void / responsive workstream to specification and budgets.
- Familiar with property law, regulations and health and safety
- Familiar with the Welsh Housing Quality Standard.

Knowledge and Skills:

- Knowledge and experience of procurement and contract management
- Technical knowledge of budget analysis
- Ability to provide technical construction expertise and advice
- Demonstrate motivational and inclusive leadership skills
- Ambitious and adaptable, with a willingness to embrace new challenges
- Ability to interpret complex statistical data
- To be fully IT literate and proficient in Microsoft packages
- Commitment and contribution to a service delivery plan and objectives
- Ability to demonstrate decision making
- Full clean, valid driving licence and access to own vehicle to travel throughout North Wales
- Able to use and interpret correctly any information in both Welsh and English from a wide variety of sources.

Bilingual (English and Welsh) in the following or higher levels:

Listen: Can follow normal work-related conversations, in both languages between fluent speakers.

Reading: Can understand common material, and technical material with dictionary, in both languages.

Talk: Can hold a pretty in-depth conversation about routine work issues in both languages.

Writing: Can draft normal text, with editorial assistance, in both languages.

Leadership and Management:

Able to work effectively with a focus on results

A commitment to providing excellent customer service

Have a style to work collaboratively

Summary of Terms and Conditions Service Manager	
Type of Contract:	Permanent
Salary:	Competitive Salary is paid on the 20th of each month
Holidays:	30 days a year plus the statutory bank holidays and the period between Christmas and New Year
Travel:	Essential car user
Pension:	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probation:	6 months
Working hours and work organisation	35 hours per week Mon - Fri Flexi scheme is implemented
Sick pay	An occupational sick pay scheme is implemented.
Special Absences	5 paid pro rata days in any 12 month period to care for certain dependents 2 days pro rata with pay to get married, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on occasion of bereavement. Up to 3 months pro rata with pay to care for a close relative with terminal disease
Lifestyle benefits	Access to our wellbeing scheme Flexible working facilities and the ability to work remotely/ work from home if suitable.
Personal Development	If you have professional qualifications and pay annual professional fees to your membership body, we will pay one of these each year to help you stay connected and up to date with the latest information and education from your professional body. We also want all our colleagues to enjoy the benefits of lifelong learning, so if you work with us we will invest in you in this way too!
Disclosure and Barring Services Check (DBS)	Basic Check