Portsmouth CITY COUNCIL

Building Repairs Manager (Voids)

Salary: Band 12 - £54,142 - £58,632 p.a.

Hours per week: 37

Location: Somerstown Area Housing Office, Portsmouth

Contract type: Permanent

We are looking for a manager to lead our void property surveying team with a good knowledge of building surveying and void property service management. Candidates must be enthusiastic and good communicators, with relevant experience of surveying and managing repairs or voids contracts.

What is the role?

You will be specifically leading, managing, training and reviewing our performance to meet the requirements of the voids process, ensuring all provisions are addressed to the standard set out in the contract along with undertaking additional surveying activities. You will be based at one of our Council offices leading a voids team.

The team is responsible for providing a repair and voids service, ensuring that it is undertaken in accordance with our NEC term service contracts including all contractor payments. Your voids team will assist us in maintaining and improving our properties, ensuring the right repair is carried out at the right time whilst helping us to provide suitable homes when needed.

You will lead and manage a team of surveyors who are responsible for surveying our assets, assessing the condition, evaluating and diagnosing what work is required, assessing the best options to carry out the work, issuing specifications, agreeing the void category and managing a varied range of void property projects.

A high percentage of the works will be standard voids that need to be turned around in pre-determined contractual timeframes, however, there will also be more complex voids that require bespoke solutions.

We maintain a varied housing stock including a diverse range of temporary accommodation operational, commercial and community assets.

You will ensure your voids team have capacity to effectively manage all demands received by utilising all the resources available including developing apprentices, trainees, assistant surveyors and surveyors.

You will liaise with customers and stakeholders regarding the service, investigating complaints as appropriate. Stakeholders include residents, housing officers, housing needs and advice, local councillors, building users and other section heads.

You will manage the repairs and maintenance of the assets you are responsible for and ensure repairs and void works are undertaken effectively. You will assess the condition of the assets, use measures to assess the effectiveness of the service, identify planned maintenance projects and prioritise demands to inform planned programmes of work.

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Who is the person?

You need to:

- Have relevant experience of managing similar repair or void contracts
- Have a relevant construction related qualification, ideally have an appropriate qualification such as member status of the Chartered Institute of Housing (CIH) with an appropriate level 4 or level 5 repairs qualification or a plan to work towards gaining the qualification.
- Have good knowledge and experience of building construction technology and building pathology together with the ability to coach and advise others.
- Have good knowledge of the Decent Homes Standard and HHSRS with experience of applying it in practice.
- Have good knowledge of Energy Performance Certificates and the Minimum Energy Efficiency Standard and experience of applying them in practice.
- Have knowledge contract management, ideally NEC contracts, including experience of managing contractors, application of contract service schedules, KPIs, contractor meetings negotiating contractual matters, resolution of disputes and improving the service.
- Have experience of developing relationships with other services, clients and customers, understanding their aspirations, managing expectations and ensuring that excellent communication occurs to ensure that they are fully informed regarding the voids service, receiving exceptional customer service.
- Have experience of working with interdepartmental teams and working towards a common goal while acknowledging conflicting priorities.
- Have good knowledge of the Social Housing Regulator consumer standards and experience of applying building related legislation, contract law and guidance including the building regulations, planning law, party wall act, fire safety, electrical inspections, gas installations, legionella, with the ability to advise others.
- Have knowledge and experience of construction related health & safety legislation generally with the ability to advise others, specifically the CDM Regulations 2015 and asbestos at work regulations 2012 with the ability to advise others.
- Be able to assess technical staff, demonstrate and coach practical surveying skills as appropriate; specifically, be able to carry out stock condition surveys, identify stock data and record stock information. Surveys undertaken include energy performance certificate (EPC) surveys, identifying building defects or elements that are at the end of the lifecycle, assess quality of work undertaken, offer solutions to resolve any issues and condition assessments to identify potential planned maintenance schemes.
- Have relevant knowledge and experience of making contractor payments, applying cost control and budget management techniques including undertaking audits. Demonstrate commercial awareness and be able to undertake cost estimates for building work, exercise financial control and assess value for money for the service

provided when evaluating the contractor's application for payment on a cost reimbursable contract.

- Have relevant knowledge and experience of using all Microsoft packages; in particular, be able to demonstrate practical IT skills using Excel spreadsheets to analyse data to prepare measures including using capability charts. You will need to be able to use various software packages to accurately update data as part of undertaking the role.

- Be able to work independently and as part of a team, using PLAN (Proportionate, Lawful, Accountable, Necessary) to resolve problems and find appropriate and effective solutions.
- Be able to interrogate, analyse and evaluate stock and voids data, to ensure that data is accurate and use measures to evaluate the performance of the voids service.
- Have relevant knowledge and experience of recruiting, managing and developing staff, including coaching apprentices, to meet the demands received by the team including applying HR policies as appropriate.
- Be organised and methodical when measuring demands received by the building voids team and managing resources available to provide the repairs service.
- Be able to investigate void service complaints or enquiries from stakeholders and respond to as appropriate.
- Have a full driving licence and provide a car for work, as you will be visiting sites across Portsmouth and will need to travel effectively between them.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.