

Job specification



Job title: Service Manager Housing Repairs and Maintenance
Service: Places
Grade: G14
Reporting to: Assistant Director – Housing Services

Your job

This exciting role for a motivational leader who is wanting to make a difference is part of Housing Services within the Council's Places Directorate. You will operate in an environment of transformational change and innovation, leading the strategic development and operational delivery of the Council's Housing Maintenance service including day to day repairs, voids and disrepair works. You will embody our Team Wigan culture and behaviours ensuring the highest standards of property maintenance providing good quality homes for our existing and future tenants focusing on delivering excellent customer care.

You will support the management of all contractual and technical matters and work closely with contractors and various housing teams including homeless solutions, allocations, tenancy management, compliance and the asset management team who deliver a range of capital investment/planned maintenance programmes.

You will work collaboratively with our local stakeholders and contractors playing a key role in the delivery of our corporate goals set out in both our Deal 2030 strategy and Community Wealth Building strategy (CWB). You will also lead the services response on the relevant regulatory requirements of the Social Housing Regulation Act, particularly Awaabs Law and the consumer standards relating to safety and quality, transparency, influence, and accountability.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Lead on service transformation ensuring the Team Wigan culture and behaviours is embedded within the service.
- Lead and develop a team to deliver a high standard of repairs and void works in our tenant's homes and communal areas ensuring service delivery is customer focused, consistently of the highest quality and cost effective.
- Provide strategic direction to the service, and wider stakeholders to deliver the requirements of the Social Housing Regulation Act, including the review of existing and implementation of new policies and procedures.
- Lead the development of the service's strategic plan and contribute to the wider annual planning process in line with key performance objectives, priorities, and quality assurance principles.

- Lead on the implementation of digital and other technological systems to improve service accessibility, delivery and our tenant/customer experience.
- Review data and intelligence requirements to improve the service and performance management.
- Develop projects and programmes that improve operational effectiveness.
- Engage with, establish relationships and work in partnership with tenants, other departments, contractors, and relevant organisations.

On an ongoing basis you will:

- Listen to and take tenants views into account when decision making about how the service is delivered.
- Lead the transformation of the service to drive forward improvements within housing maintenance and have the capacity to drive innovation in practice.
- Develop strategic plans to ensure the service continually improves and is aligned to our corporate goals.
- Provide vision and leadership to your team by managing people, performance, development, health and wellbeing issues and resources effectively and in line with relevant policies and procedures.
- Represent the Service in Housing forums and boards both internally and across GM.
- Ensure that Strategic plans are reflected in operational service delivery.
- Ensure effective commissioning of property maintenance contractors and services is in place to meet the needs of the varying service requirements, to ensure the council's procurement standing orders are adhered to, value for money is achieved and supports our CWB principals .
- Regularly review and monitor the performance of appointed contractors to ensure they meet the needs of current and future maintenance works, establish the most cost-effective rates for work across the contractor list whilst ensuring quality is maintained.
- Identify, own, and manage risks arising from strategic and operational plans.
- Be responsible for ensuring that managers are accountable for the delivery of service standards and performance and legislative and statutory requirements.
- Ensure that complaints and enquiries in relation to the service are addressed fairly, effectively, and promptly with learning utilised to improve service delivery.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- Professional qualification in a relevant field and significant post qualification experience relevant to the job.
- Appropriate level of housing qualification in line with the new Social Housing Regulations and can demonstrate a commitment to complete any additional elements required of other types of relevant qualification held.
- In depth knowledge and understanding of legislation in relation to social housing regulation.

- Extensive experience of working within and delivering services that provide a high quality, good value housing service.
- Proven, effective and substantial experience of implementation of strategic plans, and leadership of achieving Key Performance Indicators
- Extensive experience of leading services during periods of transformational change and development, minimising the impact on staff morale and maximising the positive outcome.
- Leadership skills and the ability to promote and gain commitment to the organisation's policy and objectives.
- Excellent negotiation and influencing skills, with internal and external stakeholders.
- Experience of successfully planning for and contributing to Peer Reviews, lean process techniques and approaches, cabinet, and audit processes.
- High-level communication skills, responding quickly to the needs of diverse audiences and to their reactions and feedback, establishing credibility and accountability.
- The ability to manage high level complex budgets.
- Good political awareness and experience of working within the political environment with both local members and Cabinet.
- Significant knowledge and awareness of reputational risks, customer expectations and business continuity to ensure the safe delivery of all projects and staff who work on them.
- A current valid driving licence or the ability to travel as required using own or public transport in the most effective manner.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better


Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others


Together we will


Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will


 Genuinely care for you and your wellbeing.

 Champion a culture that inspires you to thrive.


 Listen and engage with you to bring your ideas to life.


 Celebrate your contribution and support you to reach your goals and aspirations.

I will

 Look after my wellbeing and be kind to myself and others.

 Work with others across #TeamWigan to be courageous, innovative and embrace technology.

 Share my ideas and be accountable for making things happen.

 Own my development and let my passion and positivity shine through.