GreenSquareAccord Job Description

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Job Title	Operations Manager (Responsive Repairs)	**Location**	Flexible across GSA operating geography
Directorate	Operations		
Department	Repairs & Maintenance	**Date updated**	December 2024
Job Family	Trades	**Grade**	**4**

Organisational Structure

Director of Property
Head of Operations
Regional Operations Manager
Locality Maintenance Manager
Operations Manager

Role Purpose

Maintenance and improvement of properties forms a key part of our contract with residents, the service must provide the right level of property maintenance to protect a buildings long term value and ensure repairs are undertaken in a timely and efficient manner to safeguard the level of resident satisfaction built up in the business.

The role is not based on project works such as voids as this is a separate part of the DLO and supports a different function

The primary function of this role is to carry out all aspects of management responsibilities within the DLO managing direct line of trades staff providing direct service delivery across the GreenSquareAccord operational area. This will include the induction, day to day line management, training, and deployment of trade's staff to deliver the services required by residents. Any associated management of contractors, suppliers

The role is to assist with meeting our key performance indicators, and specifically that residents are satisfied with the service and quality of the work they receive. There will be a strong focus on DLO daily performance and efficiency to ensure the service delivery is of a high standard. Daily team performance and monitoring is a fundamental part of the role and reporting of monthly KPI's to evidence performance will be a requirement.

Health and safety requirements, quality of the work completed and the overall satisfaction of completed works from the customer will also be closely monitored along with budget accountability and responsibilities.

Key Accountabilities

Operational Management

- To work effectively with DLO colleagues with a focus and alignment with planners to ensure that resources are allocated efficiently, and targets are effectively met.
- Build and maintain a culture of good operational health and safety practice and engender a positive commitment to improving the way we work from the team.
- Responsibility for visiting sites, undertaking risk assessments, monitoring performance and all health & safety requirements supported by the H&S officer.
- To be a named point of contact for residents while we are working in their homes. .
- Ensure budgets are proactively managed and trading accounts regularly reviewed to achieve income targets and action is taken where required.
- Ensure the work programme is continually updated and communicated internally and externally.
- Ensure the mobile working solution is properly utilised and that the housing management system is being updated with all the notes and information about the progress and completion of works.
- Identify areas where the organisation of services can be improved to enhance performance.
- Responsibility for ensuring comprehensive and up to date risk assessments, method statements, COSHH and process charts are in place and being always adhered to.
- To work within the Code of Conduct, policies, procedures, Standing Orders and Financial Regulations

Performance Management

- Carry out regular inspections, record results and progress action points.
- Monitor performance of contractors, consultants and colleagues. Conduct performance reviews, involving all affected parties and making recommendations for changes to procedures / working practices where necessary.
- At all times act in accordance with the Company's rules, policies, procedures and financial regulations.
- Assist Senior Management with repairs related complaints.
- Always demonstrate a high level of customer service.
- To assist in providing an 'out of hours' service.
- The post holder is required to make on-site decisions in many cases without reference to management to support the Company's first-time fix approach.
- The post is responsible for the service meeting overall KPI's for its main areas of work including progress against target, customer satisfaction, value for money, Right First Time fix, follow up work, works completed in timescales and no access improvements.
- Ensure that all work due for completion at the end of the working day is accounted for and records properly updated with notes and final completion details.
- Support trades to ensure a right first-time fix, minimising suspended or follow on jobs.
- Resolve any resident complaints identified within the local resolution framework.
- Investigate where individuals or contractors' performance has not met the appropriate targets and ensure appropriate follow-up action is taken.
- Ensure that productivity is maintained, adjusting work schedules etc. to achieve targets for the service.

Staff Management

- To provide day to day supervision and performance management of the workforce. Including regular onsite assessments and toolbox talks in all matters relating to the service, and ensure the correct works are carried out in line with programme, quality and resident expectations.
- Ensure staff are supported on a day-to-day basis to enable them to deliver the required service standards, troubleshooting problems including materials, access and other more unanticipated issues
- Regularly review the performance of staff including quality and speed of work, non-productive time, adherence to health and safety requirements, attitude, travel and resident satisfaction.
- Carry out regular 1-2-1's and appraisals.
- Recruitment and retention of staff, including ensuring comprehensive induction programme is maintained and implemented.
- Ensure staff are fully trained to complete their roles in a safe manner.
- Work to ensure the annual staff survey results for the team meet business targets.
- Undertake disciplinary investigations and present findings at hearings.
- Act as a mentor to new starters, apprentices and trainees providing support and assistance.
- Ensure that any incentive or bonus scheme is properly administered.

Contract Management

- Manage contractors engaged to deliver services to residents to the requirements of the relevant policies and procedures.
- Ensure quality control of work being carried out by contractors.
- Ensuring the tendering works and services to contractors and suppliers complies with standing orders.

Health & Safety

- Each manager is responsible for the effective management of health and safety within his or her own area or function. In particular this includes:
    - Ensuring that safe systems of work are implemented.
    - Enforcing personal protective equipment requirements.
    - Conducting and documenting audits on working practices to ensure compliance with health and safety policies and procedures.
    - Ensuring CDM procedures are adhered.
    - Ensuring that employees are adequately trained for the tasks they perform.
    - Ensuring work allocation is issued only in accordance with skill and competency of individuals
    - Monitoring premises and work equipment, reporting faults where necessary.
    - Identifying and reporting health and safety related problems.
    - Participating in the risk assessment programme, including production and review of risk assessments; method statements, COSHH and HAV assessments.
    - Setting a good example on health and safety matters.
    - Ensuring compliance with all relevant regulations.
    - Apply lone working process in line with the Company's Lone Working Policy.

The GSA Way

Our commitments are the culture that defines who we are, they shape the way we interact with our customers and colleagues, impact the way we prioritise and make decisions, and are the way we do things around here.

As a GreenSquareAccord colleague, you are expected to demonstrate our core commitments of the GSA Way. These are:

- We believe our customer is everything
- We are one team
- We are supportive and caring
- We are business-minded for social purpose
- We are curious and ambitious.

Working Relationships and Contacts

Internal	Managers, and staff from other Departments across the Group..
External	• External companies and other Housing Associations. • GreenSquareAccord Limited suppliers. • Consultants, third party agencies, solicitors, etc. • GreenSquareAccord Limited customers/residents. • Members of the public. • Members of Parliament. • Police and other emergency services. • Local Authorities and registered social landlords. • Citizen Advice Bureau and law centres.

Other

- Undertake other duties as may reasonably be required.
- Actively contribute and participate in PDR development reviews and discussions, supervision meetings, and other meetings, as required.
- Complete training that is relevant for the role.
- Provide out of hours telephone support and technical decision making for incidents escalated from the standby service on a rota basis approximately one week per quarter.
- Flexible with working hours to include occasional out of hours activities and attending evening meetings.
- Undertake other duties as may reasonably be required such as assisting project works

Person Specification

A person specification is a list of the essential an/or desirable qualities which candidates should possess. It should be structured in such a way that it can be used as the framework for the shortlisting and interview process. The specification should relate to the job description and contain all the qualities that are required to carry out the job effectively. It should avoid criteria that are not genuine requirements related to the duties of the post. The requirements should be clear and specific.

QUALIFICATIONS AND TRAINING	
Essential	**Desirable**
Professional qualification in a building, construction, or asset management related field.NVQ Level 3 in a building related subject	
	Recognised higher level Health and Safety Qualification i.e., SSSTS or SMSTS.
	BTEC, HND/HNC, supported by 3 + years relevant experience in a similar role, verbal reasoning, and numerical skills to the equivalent ability level.
	Degree, or major professional qualification or equivalent ability or vocabulary, verbal reasoning and numerical skills to the equivalent ability level.

KNOWLEDGE, SKILLS AND EXPERIENCE		
	Essential	**Desirable**
Leadership	• Manages difficult conversations and conflict effectively. • Able to delegate and empower others. • Able to build trust with others and an environment that encourages motivation. • Able to manage people in line with corporate policies &	• Understanding and implementing principles of effective change management. • Understanding of delegations, and approvals. • Understanding of the importance of designing processes to add value which are then fully

	procedures, e.g. performance, capability, conduct, reward, sickness etc.	understood and consistently applied
Analytical	• To operate with autonomy. To operate effectively and make good quality decisions with little information • Compile reports to Leadership, and executive detailing complex technical programme progress or exceptions in a non-complex way	• Demonstrable use of Analytical tools such as Excel and Power BI
Financial	• Experience of raising purchase orders, getting invoices authorised and tracking spend against agreed budgets. • Ability to set financial targets and budgets. • Able to conduct business modelling/financial appraisals and evaluation/risk and financial implications/ability to prepare a business case.	• Experience of creating and tracking budgets up to £XXX. • Ability to review and challenge financial performance/to be able to complete financial analysis/to understand variances. • Ability to understand business consequences to financial performance.
Problem solving	• Dealing with complex problems that have a variety of solutions and making the case for the best one. • To operate with autonomy. To operate effectively and make good quality decisions with little information	• Ability to gather relevant information from a variety of sources to enable sound decisions to be taken. • Able to identify several options to solve the root cause of a problem and analyse the pros and cons of each option to arrive at a sound decision.

Influencing	• Delivers high quality results in a timely manner. • Ability to plan, organise and successfully execute multiple tasks simultaneously with timeliness and accuracy.	• Good organisational, time management and prioritisation skills with the ability to meet deadlines and to determine an appropriate course of action in spite of changing demands.
Customer focus	• Ability to communicate and work with internal and external customers, stakeholders and colleagues at all levels, with varying needs and involve them in the development of services • Experience of working in stressful environments and diffusing, mediating and calming situations and emotional, difficult or distressed people	• Experience of identifying opportunities to improve the customer experience and following through from concept to delivery
General knowledge & advice	• Good working knowledge and experience of using of Microsoft Office software such as Outlook, Word, Excel, PowerPoint	• Experience of HR Information Systems e.g. OpenHR and their functionality, such as employee self-service, workflows & payroll.