



Job description

Post:	Deputy Director, Haringey Repairs Service
Grade	SM4
Responsible to:	Executive Director of Property Services
Responsible for:	Approximately 265 staff

Basic objectives of the post

1. To be responsible and accountable for the profitability and management of Homes for Haringey Repairs Service (HRS), ensuring high quality, Value for Money service delivery, and compliance with all policies. Annual turnover of around £16m with 70 operational staff and 195 operatives.

Duties and responsibilities

The following key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Responsible for the control and day to day management of HRS.
2. Management of the HRS staff, including dealing with recruitment, sickness, appraisals, one to one's and monitoring / managing performance. There are operational staff and operatives.
3. Responsible for an annual business turnover of around £16m, including on an operational basis the management of a finance and facilities team. The financial controller who manages the finance & facilities team oversees the preparation of the monthly trading accounts, manages IT and performance personnel and controls the fleet of 130 vehicles.

4. Fostering excellent industrial relations through positive engagement with staff and operative unions both internally and externally.
5. Implementing and managing procedures which develop and enhance HRS to enable it to deliver customer centred, efficient and cost effective services to its clients.
6. Expand the client base to ensure a sufficient ongoing work stream.
7. Preparing and presenting HRS related papers to the Homes for Haringey Board and committees. Assisting Board members to formulate the strategic direction of HRS, with the aim of improving services to Homes for Haringey residents and ensuring business growth.
8. Implementing and managing any necessary procurement in line with the Homes for Haringey Procurement Strategy / procedures, and procurement best practice.
9. Limiting the use of sub-contractors to services that HRS cannot provide or to deal with abnormal peaks of work. Where sub-contractors need to be used, to ensure appropriate appointment and monitoring procedures and ensuring timely action is taken where performance is unsatisfactory.
10. Achieving the key performance targets of HRS.
11. Developing and maintaining a customer focused organisational culture, which responds to residents' needs and aspirations.
12. Exercising effective financial management of budgets and projects, within required performance standards.
13. Budgetary responsibility, working with the Client Manager, to contain revenue expenditure within annual budgets (c£12m), delegated to Homes for Haringey by the London Borough of Haringey.
14. Ensuring application of excellent equal opportunities practice with regard to all duties of the post, to treat all colleagues and service users equally and to challenge any discriminatory practices.
15. Ensuring that all health and safety legislation and best practice is implemented.
16. Representing the business in all quality accreditation matters, working with the external quality consultant to ensure quality procedures are adhered to at all times and any necessary amendments are recorded and implemented.
17. Working with the Director of Property Services and the Financial Controller to develop business opportunities and prepare / submit tender documentation.

18. Developing a collaborative / partnering ethos within the business and with each of the wide range of stakeholders.
19. Deputising for the Director of Property Services in their absence for issues relating to HRS.
20. Promote and represent Homes for Haringey at all levels throughout the organisation and to external bodies.
21. Undertake any other duties consistent with the basic objectives and duties of the post.

Candidate specification

Post: Deputy Director HRS

Grade: SM4

The criteria listed in this Person Specification are all essential to the job. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be short-listed. Please give specific examples wherever possible.

ESSENTIAL	USEFUL
Qualifications	
<ul style="list-style-type: none"> • Likely to be degree qualified and/or to have professional membership of a construction or maintenance organisation 	
Experience	
<ul style="list-style-type: none"> ▪ Experience and full understanding of the preparation and analysis of monthly management (trading) accounts, preferably within the maintenance sector ▪ Significant management experience, at a senior level, of a large number of staff. Also, demonstration of an ability to lead, manage, develop and motivate staff at all levels within a changing environment ▪ Cultural and organisational change ▪ Management of substantial resources, including budgets ▪ Involvement with service users in monitoring and development ▪ Ability to develop organisational structures to provide high quality, customer focused services 	
Knowledge	
<ul style="list-style-type: none"> ▪ A sound building construction / repairs background is essential, ideally with a collaborative or partnering bias ▪ An extensive understanding of issues relating to social housing 	

<p>Knowledge (continued)</p> <ul style="list-style-type: none"> ▪ We are committed to and champion equality and diversity in all aspects of employment with Homes for Haringey. All employees are expected to understand and promote our Equality and Diversity Strategy, associated policies and procedures 	
<p>Skills</p>	
<ul style="list-style-type: none"> ▪ Able to be entrepreneurial with extensive managerial skills and business acumen, including a feel for market forces ▪ Able to motivate staff within HRS to ensure the profitability of the business and the achievement of the performance and customer satisfaction targets ▪ Able to develop, manage and maintain effective relationships with all stakeholders in particular with staff and operative Unions, and the operative workforce ▪ An ability to make timely decisions in complex and often pressured conditions / circumstances ▪ Excellent communication skills and strong reporting skills ▪ Improving standards through the performance of others ▪ Able to translate strategy into a plan for excellent service delivery ▪ A flexible approach to working hours and ability to attend evening and weekend meetings 	
<p>Other</p>	
<ul style="list-style-type: none"> ▪ Able to foster and encourage people's commitment to corporate culture and policy ▪ Ability to ensure compliance with all health and safety regulations 	