

## PERSON SPECIFICATION

**Department : Services, Residential Services**

**Job Title : Repairs Contracts Manager**

**Prepared by : Adrian Wilgoss**

**Date: August 2019**

<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF TESTING</b> e.g. Application Form, Presentation etc.
<p><b>Education</b></p> <p>Degree level education or equivalent professional qualification in Construction or a related subject or relevant training/experience.</p> <p>Evidence of continuing professional development</p>	<p>Management Qualification</p>	<p>Application form/Interview</p>
<p><b>Experience</b></p> <p>Minimum 3 years experience of managing performance of contractors, consultants and other agencies.</p> <p>Experience of procurement, contract and project management including preparing specifications and tenders</p> <p>Experience of managing responsive repairs, voids and planned maintenance programmes that deliver on time and within budget</p> <p>Experience of working in a customer focused service and of involving customers in decision about service delivery</p> <p>Good understanding of Health &amp; Safety and risk management in relation to residential property management and maintenance.</p> <p>Experience of communicating detailed technical information so that it is understood by service users, staff and contractors</p>	<p>Knowledge of Building Regulations, British Standards, Approved codes of practice, CDM regulations and health and safety legislation.</p>	<p>Application form/Interview</p>

<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF TESTING</b> e.g. Application Form, Presentation etc.
<p>Abilities Ability to analyse, interpret and present complex information.</p> <p>Customer focussed with excellent written, numerical, presentation and verbal communication skills.</p> <p>Ability to deal with difficult situations professionally and efficiently.</p> <p>Self-motivated with the ability to work on own initiative, organise workload and manage that of others</p> <p>Intermediate level in IT skills, (including Microsoft Office).</p> <p>Up to date knowledge of regulations and standards relating to social housing</p> <p>Ability to remain calm and resilient in a pressurised environment</p> <p>Excellent attention to detail with the ability to work under pressure, deliver to deadlines and manage conflicting priorities</p> <p>Strong influencing and negotiation skills</p>		Application form/Interview
<p>Motivation</p> <p>Generates a positive “can do” attitude and approach.</p> <p>Enthusiastic and motivated in developing own knowledge and skills and those of the team</p> <p>Sees the bigger picture and promotes the culture of “One Service, One Team” in line with “Arun Cares” Competency framework</p> <p>Demonstrates integrity, honesty and</p>		Application form/Interview

<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF TESTING</b> e.g. Application Form, Presentation etc.
credibility at all times Promotes a culture of learning		
<b>Personality</b>  Sets appropriate standards of behaviour for self and others and acts as a positive role model  Results driven, striving for excellence with a strategic and imaginative approach  Sound judgement, resilient and emotionally aware		Application form/Interview
<b>Circumstances</b> <ul style="list-style-type: none"> <li>• Be a car owner and driver</li> <li>• Clean driving licence</li> <li>• Able to carry out inspections in small spaces and/or at height if required</li> </ul>	<ul style="list-style-type: none"> <li>• Able to work outside of normal working hours if required</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> </ul>
<b>Health and Safety</b> <ul style="list-style-type: none"> <li>• Does this post involve working with VDUs?</li> <li>• Any manual handling involved?</li> <li>• Any other H&amp;S issues to be considered?</li> </ul>	Yes  No  Knowledge of Health & Safety legislation/Asbestos Regulations	