



REPAIRS MANAGER

Circle VHA are proud members of INAR - The Irish Network Against Racism

The role:

This is an exciting role which provides the successful applicant the opportunity to shape and positively impact the repairs services within Circle VHA. As a member of the Asset Management Team, the Repairs Manager has responsibility for the development and ongoing management of the repair's services within the organisation. A key part of this role will be to proactively manage and be accountable for the day-to-day operations and services the team provide. They will work in conjunction with the Asset Manager and the Director of Asset Management to lead the service area and contribute to the overall vision of Circle VHA.

The Repairs Manager will also hold management responsibilities for the employees in their team. The successful candidate will set objectives for their team, work collaboratively with the Asset Manager and report on key deliverables to the Director of Asset Management.

The post holder will also be a member of the Management Team and should be a collaborative leader across the organisation.

Location: Hybrid working, with office and national site attendance required

Reporting to: Director of Asset Management

Contract: Permanent, Subject to a six-month probationary period

Salary Range: Starting Salary €63,100

Hours: 37.5hrs hours per week over 5 days

Leave: 26 days

Pension: Available on completion of probation

Travel: The post requires a valid driving license and the use of a car for business purposes. Expenses policy applicable

Head Office: Phoenix House, Castle Street, Dublin 2

To Apply: Please forward an up-to-date CV and cover letter outlining your suitability to the role to recruit@circlevha.ie

Closing Date: Thursday 11th October 2024

Interviews: Week commencing 21st October 2024





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The Organisation: Circle Voluntary Housing Association was set up in 2003 and is a leading provider of social housing in Ireland. Our vision is to make a real difference by delivering quality homes and innovative integrated housing solutions to individuals and families in Ireland. We are passionate about our people and the delivery of a tenant first service.

Our team members are the secret element of our success. Their experiences, competencies, values, knowledge, and perspectives are greatly valued and have significantly contributed to Circle delivering over **2,500 homes**. They deliver services to **over 5,000 people** and help **create thriving communities**.

We are dedicated to finding the right people who embrace our purpose, vision, and values. In return we will support you to learn, grow and excel in an exciting, flourishing, diverse organisation. We are committed to fostering an inclusive and collaborative work environment, which values every person who works with us and all of those who live in our homes and communities.

Reflecting the growing diversity of the communities in which we work, we welcome applications from people of all cultures, nationalities, genders, members of the LGBTQ+ community and any background traditionally marginalised in society.

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KEY RESPONSABILITIES:

Repairs Service:

- To be responsible for providing an excellent repairs service to our tenants, ensuring properties are maintained to the highest standards.
- To ensure the contractors respond effectively to all cyclical, routine, urgent and emergency situations.
- To monitor and scrutinise the performance of contractors, ensuring all works are completed in accordance with contract requirements and the agreed objectives and targets.
- To ensure the contractors and all staff respond effectively to any service faults arising from enquiries and complaints, and that a 'lessons learned' culture to service improvement is embedded.
- To act as the Health and Safety service lead, ensuring Circle VHA meets its legal responsibilities, including Fire Safety, across all Circle's properties and to supervise all repairs staff in the delivery of Health & Safety responsibilities.
- To perform analysis of data, policies and procedures of the repairs functions that support the organisation to create accurate programme planning and financial forecasts.
- To ensure that all works, tender and quotation matters, payment of invoices etc. are undertaken strictly in accordance with the Circle VHA's policies.
- To maximise income by ensuring that empty homes are inspected and turned around quickly to the correct standard and targets.
- Manage production of regular operation performance reports aligned to KPI's.
- Apply the appropriate risk controls across the operation.
- To ensure that good quality services are delivered and improved upon, meeting both tenants' expectations and statutory and regulatory requirements.
- To carry out pre- and post-inspections in accordance with the Circle VHA's policy.
- To coordinate the out of hours service and response to effectively manage/resolve all emergencies.
- To ensure that all housing systems and databases are up to date and accurate.
- To deliver and maintain the service and testing programmes, ensuring compliance with current regulations and health & safety requirements whilst monitoring the maintenance contracts.
- To undertake estate inspections together with the relevant staff and to coordinate and deliver all follow up work in the inspection programme.

Customer Engagement:

- To manage and respond to customer complaints, suggestions, and compliments, identifying customer feedback trends, the provision of reports and recommendations for improvements.
- To manage and deliver customer update communications utilising the Tenant Advisory Group, social media and IT systems.
- Ensure the effective involvement and engagement of tenants and internal and external stakeholders in the evaluation of current housing repairs service.

Team/People Management:

- To support and supervise the Repairs Service teams on all complex and housing management matters for all Circle VHA managed, leased, and owned properties.
- To provide guidance and support to repairs staff and contractors.
- To organise and provide induction training for new staff.
- To assess the training needs of the team and in conjunction with the Director of Asset Management preparing annual individual training plans in consultation with HR.
- To lead regular team meetings ensuring liaison with the other teams/departments and other agencies where necessary.
- To ensure that all staff carry out their functions timeously and accurately whilst communicating effectively with each other, other sections, and departments.
- To authorise annual leave of staff within the teams and initiate training as required.
- Supervise, manage, coach, and nurture a high-performing and motivated repairs team. To include any future internship and / or apprenticeship positions.

Partnerships:

- Manage and assume responsibility for the successful delivery of Repairs Service operations to ensure systems and processes are in place to deliver a positive customer experience.
- Create and maintain relationships with all relevant bodies to ensure that a partnership approach is adopted.
- Represent the Circle VHA at meetings as requested.
- Work collaboratively with other colleagues across the organisation to ensure systems and processes are in place to deliver a positive customer experience.
- Ensure the effective involvement and engagement of tenants and internal and external stakeholders in the evaluation of current housing and the design of future housing.

Managing of Objectives:

- To prepare key performance reports for consideration by the Director of Services, Leadership Team, and the Board.
- Produce and contribute to written Board reports.
- To monitor and report on performance, tenant satisfaction, identifying trends and implementing any improvement plans, producing reports as required.
- To monitor and support new initiatives as directed by the Director of Asset Management.
- To contribute and work in a leadership role with the Asset Manager and Director of Asset Management in the ongoing development and improvement of the Asset Management Department.

General:

- Provide all services having due regard to the regulatory framework.
- Ensure that up-to-date and accurate information is maintained on all IT systems.
- Contribute to developing service plans for team and individual targets.
- Provide a high-quality, customer-centred service at all times.
- Carry out all duties observing Circle VHA's policies and procedures on health & safety, safeguarding, equality and diversity and data protection.
- Undertake any other duties that are reasonably commensurate with the level of this post.
- Deputize for other team managers in their absence.

Key Competencies

- Excellent communication Skills.
- Ability to use initiative.
- Budgetary Monitoring & Control skills.
- Ability to cope under pressure.
- Time Management Skills.
- Resourceful.
- Organisational Skills.
- Negotiation Skills.
- Problem Solving Skills.
- Ability to meet the mobility requirements of the post.
- Team working skills with colleagues and external agencies.
- Willingness to work outside normal office hours on occasions such as attending lunchtime, evening & weekend meetings.
- IT skills [Word, Excel, PowerPoint]
- Communication Skills
- Brand Integrity



Person Specification

Candidates will be shortlisted based on illustrating in their application that they fulfil the following criteria. Examples that demonstrate the ability to fulfil the criteria should be included as well as the below competencies.

Education and Work Experience	Essential	Desirable
Relevant third level qualification in housing or related subject	✓	
3-year min. working in a similar environment in housing/residential property	✓	
Previous experience in leading and managing a team	✓	
Proven experience of managing a budget	✓	
Property management and/or supervising on site works programmes		✓
Experience of contract management in the construction industry		✓
PSRA Licence Category D.		✓
Key Knowledge and Skills	Essential	Desirable
Demonstrable understanding of the social housing sector		✓
Knowledge and application of contract procurement, commissioning and contract administration processes and documentation suite.	✓	
Full awareness of Building Regulations and Planning and Development Regulations in the context of building maintenance management, upgrade and refurbishment.	✓	
Understanding of Maintenance, construction law, contract law and contract administration, building technology.	✓	
Budgeting and financial administration.	✓	
Knowledge of Health & Safety legislation and compliance within a construction setting.	✓	
The ability to monitor team workloads and performance against corporate target and service standards, reviewing and addressing any areas of underperformance.	✓	
Excellent organisational skills and experience in working in a busy and varied environment.	✓	
Able to take responsibility, working independently and flexibly	✓	
Effective negotiating skills	✓	
Excellent communication skills and an open and motivated approach to work	✓	
Excellent organisational skills	✓	
High level of written English, including ability to write and present reports	✓	
High of level of numeracy	✓	
Proficient use of common IT packages, including Microsoft Word and Excel	✓	
A second language/multi-lingual		✓

This job description is not restrictive and will be subject to periodic review.

Employee Benefits



26 days of annual leave



Increased annual leave entitlement with length of service



Paid sick leave



Annual salary increments



Company Pension Scheme



Hybrid working options



Death in Service Benefit



Personal Milestone Gifts



Further Education Assistance



Employee Assistance Programme



Paid maternity leave



Paid adoption leave



Paid paternity leave



Early miscarriage leave



Fertility Leave



Additional parents leave payment



Tax Saver Commuter Tickets



Bike to Work scheme

Some benefits subject to T&C's*

