



Repairs & Voids Manager

Reports to: Head of Repairs and Voids

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

to ensure the continuous improvement of the Flagship Services Repairs & Voids Service in line with the Flagship Services Scope of Service which details our obligations. I am here to facilitate the smooth running of the responsive and void work streams, whilst maintaining a positive relationship between tenants and Flagship Housing Group teams.

I am responsible for the day-to-day supervision of the responsive and void operatives, with a strong focus on improving efficiencies and productivity to maintain a high level of quality by supporting and developing our workforce. I ensure that flows of work are understood and followed correctly and complete post-work inspections, resulting in the delivery of outstanding customer service and great quality of work.

My skills and experience include:

Experience of working in a supervisor/lead operative role and managing a team in a maintenance related role within Social Housing or another related industry.

I have experience with and understanding of workplace/site health and safety.

I have practical working knowledge of Responsive Repairs and Void works and a good understanding of cost control and budgets. I am also competent in Microsoft applications.

I am flexible and can demonstrate a proactive approach to decision making and management applications.

I have a full UK driving licence.

The skills I will develop include:

Ongoing personal and professional development, including focused development on people management, presenting to varied audiences and focus on efficiencies and budget management.