

## Our Values

**Our people and our customers are at the heart of everything we do here at Flagship Group. We have a set of values that we all work towards to ensure that we achieve our purpose of providing homes and creating sustainable communities. These values are:**

### **Great People Doing Great**

You make this place great. Which is why we trust you to do the right thing. We give you the freedom to be creative, solve problems, to have fun and work smarter.

The responsibility lies with you, although we are all here to help if you need it. Don't be afraid to try new things; some of our best learning comes from our greatest mistakes.

We are all adults so let's show mutual trust and respect by listening to each other and keeping messages clear and simple.

We put people first and keep people at the heart of everything we do and value their differences.

### **Spending Money Wisely**

We treat our money like it's our customers' money - they pay our wages after all. Remember that our time and resources cost money too.

### **Relentlessly Improving Performance**

You make this place better by reducing complexity and unnecessary work, always looking for a better way of doing things. We do this by using our Flagship Way methodology of understanding what is happening when we do our work and making improvements where we can, in a clear and consistent way. We will give you the tools and support to understand and improve things.

We are all part of the same company, with the same purpose, so let's work together as one team to make things happen and achieve results.

### **Delivering Outstanding Customer Service**

Delivering an outstanding customer service is an aim for us all. Whoever your customer is listen to them, respect them and treat them well.

We need to support our frontline, so they can do the best job possible for our customers. Make your service "stand out" in everything you do; remember, it will all impact on our customers' homes and lives.

We enjoy and take pride in our work and we say what we mean and mean what we say. We love what we do and why we do it.

## Job Description

**Title:** Planned Repairs Manager

**Reports to:** Operations Manager (Planned Repairs)

**Based at:** Mobile with King Street Norwich as an office base

**Hours of work:** 37 hours per week

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### Key objectives of role:

As the Planned Repairs Manager, you will manage Planned Works Commercial Administrators and approved subcontractors ensuring continuous improvement of the Flagship Services planned repairs service and in line with the Flagship Services Scope of Service which details our obligations. You will be responsible for the day-to-day supervision of our approved subcontractors with a strong focus on improving efficiencies, productivity and value for money, resulting in the delivery of excellent customer services.

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### Main responsibilities:

- Responsible for project managing planned repairs, ensure each repair is fit for purpose.
- Liaise with Commercial Administrators and the Operations Manager, to ensure the approved subcontractors are correctly tasked and monitored.
- Support, educate, develop and discipline line reports to ensure flows of work are followed correctly and understood, ensuring Flagship Services delivers on our promises.
- Effectively liaise with, and schedule monthly and quarterly subcontractor meetings to review measures, KPIs and commercial performance.
- Use measures to monitor performance to support with measuring capacity and capability of all subcontractors.
- Attend offices as necessary to utilise IT systems effectively.
- Work with the Operations Manager to understand and engage with budget management.



- Understand and use measures to enable continuous improvement.
- Positively support the learning and delivery of “Flagship Way” by promoting an open, honest and transparent culture which considers the customer at the heart of every decision being made.
- Build and maintain effective working relationships with Flagship Services, Group and key external stakeholders to support the delivery of the service.
- Support a consistent management approach throughout the planned repairs operation and provide cover for annual leave and sickness to manage the impact on service delivery.
- Take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.
- Take personal responsibility for seeking value for money opportunities to get service right first time.
- To take personal responsibility for demonstrating the aims of the Flagship Equality and Diversity objectives.
- Ensure that It Security and Data Protection Legislation is adhered to at all times.
- Undertake any other duties as required from the business on an adhoc basis. Full training and supervision will be provided.

## Person-Profile:

Selection Criteria	Essential or Desirable (E, D)
<b>Experience</b>	
✓ 2-3 years' experience of working as a site foreman/Supervisor/Manager in a maintenance related role within Social Housing or another related industry	D
✓ Ability to proactively lead and manage a team with the capability of being able to motivate, effectively delegate and promote a professional working culture	E
✓ Ability to effectively communicate both verbally and in writing	E
✓ Computer literate with experience of all Microsoft packages	E
✓ Experience and understanding of workplace/site health and safety	E
✓ Flexible and proactive decision making and management application	E
✓ Experience of overseeing multi-disciplined functions and project management	D
✓ A practical working knowledge of budgets	D
<b>Qualifications</b>	
✓ Full driving licence	E
✓ Industry related qualification; either a specific trade or a relevant management qualification	D