

Recruitment Pack

Repairs Manager - Electrical

Bromsgrove District Housing Trust

Building excellent communities with passion and pride.

Contents

Letter to Applicant	Page 3
About bdht	Page 4
Our Vision, Mission and Values	Page 5
Benefits	Page 6
Role Profile	Page 7
Person Profile	Page 10

Letter to Applicant

February 2020

Dear Applicant

Re: Application Pack – Repairs Manager – Electrical

At **bdht**, we are proud of our staff and take great care to select the best. Successful applicants are given every encouragement to develop and grow within the business.

We now need someone proactive and dynamic to work in an exciting area of our business. You'll need imagination and ability to adapt. For us, your attitude is just as important as your skills.

If you think you're the person we are looking for, please spend some time and thought completing the online application form and submit it by **12pm Friday 28th February 2020**.

Interviews will be held on Wednesday 18th March 2020.

If you have any queries, please contact Samantha Powell, HR Advisor, on **01527 557546**.

Yours sincerely,

Mark Robertson
Chief Executive

About bdht

bdht is an affordable housing landlord based in Bromsgrove in the West Midlands. The organisation owns and manages over 4,000 dwellings, which are comprised of social rent, market rent, shared ownership and specialist accommodation for those with different needs. **bdht** also manages homelessness under contract on behalf of the Local Authority. We are a strong, well-respected and financially viable independent business.

We have an important role within the communities of Bromsgrove and the surrounding areas and we are strongly committed to remaining independent. The organisation was created in April 2004 when it purchased the original stock from Bromsgrove District Council. Since that time **bdht** has been very active in building new homes, increasing the total stock by over 10% in the last five years, providing more affordable housing solutions for people in need.

The business is registered as a charity and operates on a not-for-profit basis, but is first and foremost a commercial business, albeit one that focuses upon social outcomes.

bdht employs 139 people and is dedicated to providing excellent services through being a committed learning organisation. Most of our middle and senior leaders have been developed within the business and we have a major commitment to identifying transferable skills within our employees and creating opportunities for individuals to grow.

bdht is a people based organisation. In the 2018 'Great Places to Work' survey, 95% of staff say we're a "great place to work". We are a serious, happy, hard-working business that thinks it's essential to have fun. We believe in our staff, and actively support them based upon three core themes: 'Look after yourself', 'Look after your colleagues' and 'Look after the business'. We strongly support the concept of the individual, their growth, development and well-being.

We are a good employer who pays fairly and has excellent terms and conditions. But above all we absolutely recognise that good performance is linked to happy staff, so we actively encourage fun and expect that it is part of the normal working day.

Our Vision, Mission & Values

Our Vision

“Imagine an organisation that believes in the importance of community, where everyone is treated as an individual, valued and respect. Where differences are celebrated and personal responsibility in combined achievement is very important. Where staff strive to provide the highest quality of service with energy, pride enjoyment and a sense of humour.”

Our Mission

“Building excellent communities with passion and pride.”

Our Values

At the core of **bdht** is a set of values that were arrived at by the staff and to which we all aspire. A series of presentations and team meetings were held in which the staff put forward and discussed the values that were important to them. The proposed new values were then taken to the main Board where they were wholeheartedly endorsed. As a result, all staff and Board members live the following values:

- Caring** “To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”
- Enabling** “To enable our customers to access and choose services wherever possible and empower the Trust’s employees to deliver high standards of customer service”
- Honesty** “To only promise services to customers that we can reliably deliver and be an employer who is trustworthy and acts with integrity”
- Positive** “To care about the quality of services we provide to our customers and the welfare of the Trust’s employees”
- Fair** “To deliver a consistently excellent service to all customers and to always be fair in the day-to-day support of the Trust’s employees”

Benefits

- ✓ Salary is **£35,688.57** per annum plus Essential Car User allowance
- ✓ 37 hours per week
- ✓ 32 days annual leave plus bank holidays
- ✓ Pension Scheme
- ✓ Reward Statements
- ✓ Employee Assistance Programme
- ✓ Holiday Buy and Sell Scheme
- ✓ Health Cash Back Scheme
- ✓ Retail Discounts
- ✓ Free Refreshments
- ✓ Free Parking

bdht offers a Defined Contribution pension, administered by the Social Housing Pension Scheme. Initial contribution rates, at auto enrolment, are at 3% with the possibility to increase contributions thereafter as follows:

Member pays	bdht pays
3%	5%
4%	6%
5%	7%
6%	8%

Life insurance is also available to members of the pension scheme. Life cover of three times your earnings is provided as part of your membership of SHPS DC.

Role Profile

Job title	Repairs Manager - Electrical
Responsible to	Responsive Repairs Manager
Responsible for	Electrical and Repairs Operatives
Vision	'To build excellent communities with passion and pride'
Purpose	To ensure bdht deliver an excellent responsive community repairs service to both internal and external customers. Meeting their high expectations during every during every interaction and communicate effectively with customer at all times.

Role Profile

Key Achievement Areas:

- ✓ The day-to-day management of Community Repairs Operatives including the electrical team.
- ✓ Diagnosing and rectifying electrical maintenance repairs.
- ✓ To complete pre and post electrical inspections and repair inspections. These inspections to be carried out in accordance with the set standards of **bdht** to achieve the organisations aims and objectives.
- ✓ To assist **bdht** in managing its repair obligations and to inform the Planned works Manager of works identified for inclusion in future electrical planned works programmes.
- ✓ To carry out all duties with a working knowledge of Building Regulations, Decent Home compliance and Health and Safety Regulations whilst adhering to the safe systems of work specified in **bdht's** safety policy.
- ✓ Financial monitoring in respect of the repairs budget.
- ✓ To manage, support and develop staff, in accordance with the values and ethos of the organisation, ensuring internal and external service levels are met or exceeded at all times.
- ✓ Ensuring the security and condition of vehicles, plant and equipment.
- ✓ To provide written reports to the Senior Management Group, maintaining and presenting statistical records for reporting.
- ✓ To work in compliance with appropriate legislation including Financial Regulations, GDPR, Data Protection Act and the Standing Orders of **bdht**.

Role Profile

Key Achievement Areas:

- ✓ To assist the Responsive Repairs Manager and Head of Customer Delivery with regular reviews of the repairs process.
- ✓ Ensure that policies and procedures are adhered to and take responsibility for the appropriate day to day management of quality services to our residents.
- ✓ Manage the Out of Hours Rota.
- ✓ Act as Principal Duty Holder with responsibility for the maintenance of the overall standard and quality of the electrical installation work undertaken including:
 - Assisting others to diagnose complex electrical issues.
 - Carry out all responsibilities and ensure all electricians complete works in line with our responsibility as an NICEIC Approved Contractor.
 - Checking and signing off of all electrical certificates.
 - Checking and ensuring any issues on compliance are raised with the electricians.
 - Carrying out electrical spot checks.
 - Electrical Training and Electrical toolbox talks.
 - To manage the programme of Periodic Inspections.
 - Maintain work stream specifications.

Person Profile

Skills and Experience - Education	Essential	Desirable
Experience and / or qualification of working within a multi-trade environment		✓
Qualified Electrical Testing and Inspection to 2391 or equivalent	✓	
Qualified to 18th Edition of the New Wiring Regulations, also known as BS 7671	✓	

Skills and Experience - Experience/Knowledge	Essential	Desirable
Has comprehensive experience and knowledge of NICEIC regulations	✓	
Has an understanding of Memorandum of Electricity at Work Act 1989		✓
Has experience of working with NICEIC assessors		✓
Understanding and commitment of working with a diverse customer base and delivering excellent service	✓	
A working knowledge of health and safety	✓	
A proven track record of managing/mentoring other electricians	✓	
Experience of managing a multi-skilled team	✓	

Person Profile

Competency	Essential	Desirable
Adapting and Coping	Adapts and responds well to change. Manages pressure effectively and copes well with setbacks.	Operates as a 'change agent' within the organisation, greets change with enthusiasm and facilitates the same response in others.
Enterprising and Performing	Focuses on results and achieving personal work objectives. Works best when work is closely related to results and the impact of personal effort is obvious. Shows an understanding of business commerce and finance. Seeks opportunities for self-development and career advancement.	Not only achieves own objectives but actively supports others to achieve theirs whether they are Team Members or colleagues. Has strong self awareness and identifies own areas for development.
Leading and Deciding	Takes control and exercises leadership. Initiates action, gives direction and takes responsibility.	Empowers others through effective leadership, acts as a coach to 'grow' future leaders, holds responsibility even when the task has been delegated.
Supporting and Co-operating	Supports others and shows respect and positive regard for them in social situations. Puts people first, working effectively with individuals and teams, customers and Team Members. Behaves consistently with clear personal values that complement those of the Trust.	Is an ambassador for the Trust's values, clearly demonstrating commitment to these in all actions. Will go 'the extra mile' to support others whilst ensuring that own results aren't negatively affected.
Organising and Executing	Plans ahead and works in a systematic and organised way. Follows directions and procedures. Focuses on customer satisfaction and delivers a quality service to the agreed standards.	Plans all relevant tasks to a high standard and in alignment with defined standards and processes, ensures knowledge to replicate the task is readily available and in written format.
Creating and Conceptualising	Open to new ideas and experiences. Seeks out learning opportunities. Handles situations and problems with innovation and creativity. Thinks broadly and strategically. Supports and drives organisational change.	Regularly contributes well thought out ideas and innovations, will always consider the 'bigger picture'.

Person Profile

Competency	Behaviours	
Interacting and Presenting	Communicates and networks effectively. Successfully persuades and influences others. Relates to others in a confident and relaxed manner.	Represents both the function and if required the organisation in a professional manner that demonstrates the Trust's values.
Analysing and Interpreting	Shows evidence of clear analytical thinking. Gets to the heart of complex problems and issues. Applies own expertise effectively. Quickly learns new technology. Communicates well in writing.	Interprets complex data and situations and is able to communicate this to others. Will pick up new expertise swiftly.

General Information

Personal development

We will offer opportunities for staff to develop and expand their knowledge and skills. It is intended that this will sit within a framework that assists individuals with ongoing personal and career development.

General

No job description can cover every issue which may arise within the post at various times and the jobholder is expected to carry out duties commensurate with the role from time to time.

This post requires that the job holder is subject to a DBS check at a basic level.

The post-holder will hold a current full driving licence.

For the purpose of travel and expenses, this role will receive the following mileage rate:

Casual	Essential User Car Allowance
	✓

Mileage Rate / Car Allowance			
Essential Users	451 - 999cc	1000 - 1199cc	1200 - 1450cc
Lump sum per annum	£702	£792	£1,023
Per mile first 8,500	31.4p	33.8p	42.4p
Per mile after 8,500	12.1p	12.0p	14.3p