

<b>Job title:</b>	<b>Customer Response Senior Operations Manager</b>
<b>Directorate:</b>	<b>Homecare</b>
<b>Date written:</b>	<b>Jan 2021</b>
<b>Band:</b>	<b>18</b>
<b>Job code:</b>	

### **Purpose of job**

To be accountable for the delivery of all day to day property repairs and larger more complex repairs across Abri Homecare housing stock within a budget portfolio of circa £9m. Embedding a customer obsessed culture, focussing on performance and value for money. Contributing to the Homecare strategy, identifying opportunities for growth and improvement.

### **Key duties and responsibilities**

- To have complete accountability and control for an annual budget of circa £9m. Working with the FBP and Homecare Directors on the forecasting and reconciliation of the budgets/ trading accounts of the customer response work stream
- Effectively manage the delivery of the responsive repairs within your designated geographic area, ensuring our operational performance criteria are met and exceeded.
- To lead and develop a high performing customer obsessed culture - delivering the company vision and targets for customer satisfaction.
- Analysing reports relating to customer feedback acting as an escalation point for the management and resolution of complex complaints ensuring customer satisfaction.
- Ensure compliance with all current safety and property legislation, regulatory requirements, policies, best practice and relevant guidance and training. Remaining up to date with any changes and incorporating these into Homecare procedures and processes.
- Lead on a collaborative working style with all stakeholders to build strong relationships within Homecare and across all other Abri directorates and resident panels.
- Expertly optimise trade-staff to meet service requirements across the area, ensuring the balance, efficiency and effectiveness of the team is regularly reviewed against productivity targets. Driving upwards performance reporting against KPIs

- End to end ownership of works delivered by contractors, ensuring compliance to Abri requirements. Including performance and financial targets.
- Ensure the effective running of the out of hours service, acting as a point of escalation as required, participating on a rota basis.
- Undertake any other duties are that commensurate with the role

### Knowledge, skills and experience required

- Demonstrable experience of working in a similar leadership capacity. Ability to build strong relationships across all areas and levels. Inspiring developing and mentoring a team.
- Higher level qualification in a construction related field
- H&S qualification (IOSH 5 day or NEBOSH construction certificate) with a depth of working knowledge of application of Health and Safety legislation and how to keep people safe
- Demonstrable Significant management level experience with budgetary responsibilities and management.
- Experience of managing a diverse mobile workforce across a large geographical area to deliver a high-volume value for money repairs service
- Good commercial awareness and ability to utilise system data to support effective decision making
- IT Literate with experience of repair management systems, the application of job management and diary planning for a significant size workforce
- Proven experience analysing and diagnosing complex problems and implementing effective solutions, supporting continuous improvement

Version	Revision date	Summary of Changes	Author
1.0	26 <sup>th</sup> Jan 2021	None	John Watts