

Repairs and Compliance Manager

Candidate information pack

Together we make it possible



Affinity
Trust

We are Affinity Trust.

Affinity Trust is a social care provider and charitable organisation working in England and Scotland. With more than 30 years of experience, we specialise our support to people living with learning disabilities, autism, and other assessed needs.

Since we were established in 1991, we have been steadily growing and expanding our services to ensure that more people can live an active and fulfilling life.

Our organisation is a registered provider with the **Care Quality Commission** in England and the **Care Inspectorate** in Scotland.

We are a registered charity in **England and Wales** and in **Scotland** and operate as a company limited by guarantee registered under the Companies Act of 1985.

Our approach

At Affinity Trust, we are all about possibilities.

The people we work with have goals to achieve and milestones to reach.

We plan, communicate, and deliver with and alongside people, not for or in place of them.

By challenging harmful assumptions and championing positive change, we empower people to live the life they choose.

We build meaningful relationships and make connections in our communities. We are bold, passionate, and creative in exploring different ways of doing things.

At Affinity Trust, it is possible to live your life, your way.

It is possible to feel ambitious and supported. Courageous and reassured. Independent and encouraged.

It's not one or the other.

Together we make it possible.

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Purpose

Our purpose is supporting people to live their lives, their way.

Our values



People are at the heart of everything we do.

We listen, we learn, we build on strengths



We give our best.

What we do matters. Good days and bad. We take responsibility.



We work together.

We are one team and value people's strengths and differences. We are open and trusting with each other.



We have courage.

We try new things. We are creative and adaptable.

Job Title: Repairs and Compliance Manager

Reports to: Head of Housing and Property

Job Purpose

The Repairs and Compliance Manager is responsible for overseeing the delivery of responsive repairs and void works across Affinity Trust's owned and managed housing portfolio, ensuring a high-quality service that meets the needs of tenants and both internal and external stakeholders. They take a structured approach to reviewing and improving performance, while effectively managing budgets and contractors to maximise available resources. They also oversee day-to-day repairs, planned maintenance, landlord health and safety compliance, and the facilities management of all Affinity Trust offices. Also provides advice and support to operational colleagues on property-related challenges within third-party managed housing where Affinity Trust supports people with learning disabilities and autism.

Key Responsibilities

- Support the Head of Housing & Property in overseeing the delivery of robust, cost-effective and efficient services that meet the needs of Affinity Trust.
 - Manage the internal compliance database ensuring that as a landlord Affinity Trust is compliant and we are keeping our tenants safe.
 - Continuously review, challenge and improve working practices and procedures in line with best practice to provide robust, cost-effective and efficient systems and services which meet the needs of our customers whether internal or external, ensuring that services are delivered within budget and efficiently.
 - Attend site to inspect works and ensure remedial works are undertaken if required. Work closely with colleagues, departments, appropriate stakeholders, focus groups, contractors etc. to implement and deliver organisational targets and goals.
 - Oversee the robust management of Affinity Trust managed offices as required in line with lease and tenancy conditions. Ensure that all property and repair issues are addressed robustly and timely to ensure that they are able to operate to support staff who use them.
 - Use and develop a range of systems, software and hardware in the delivery of my service responsibility. Ensure service standards are met for all resident repairs.
 - Ensure that any work that is procured or quoted for is in line with Affinity Trust procurement rules and meets value for money.
 - Assist the Head of Housing and Property to ensure that Affinity Trust has a robust stock condition database, annual planned programme and has effective systems in place to manage day-to-day repairs.
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- Hold regular performance meetings with contractors and where there are quality issues ensure these are addressed as a priority.

- Work alongside the Head of Housing and Property to build support and resilience to our support colleagues to be able to address property and compliance concerns robustly with 3rd party landlords.
- Ensure our tenant voices are heard and concerns around property management responded to as required and in line with Affinity Trust values.

Person Specification

	Essential	Desirable
Values	<p>We expect all colleagues to demonstrate our organisational values in how they work with wider team members, other partners, and the people we support:</p> <ul style="list-style-type: none"> • People at the heart of everything we do <i>We listen, we learn, we build on strengths.</i> • We give our best. <i>What we do matters. Good days and bad, we take responsibility.</i> • We work together. <i>We are one team and value people's strengths and differences. We are open and trusting with each other.</i> • We have courage. <i>We try new things. We are creative and adaptive.</i> 	
Skills	<ul style="list-style-type: none"> • Experience of working in a multi-disciplinary team. • Excellent customer care and interpersonal skills. Good problem-solving skills. • Excellent standard of written and oral communication skills. • A well-organised and methodical approach to work and attention to detail. • Demonstrable negotiation and persuasion skills with contractors, external stakeholders and internal colleagues. • The ability to represent the organisation externally with key stakeholders. • Accomplished with MS-Office suite, asset management software and Share Point and general IT systems. 	<ul style="list-style-type: none"> • Experience of working in a repairs service with a supported housing organisation
Knowledge	<ul style="list-style-type: none"> • Knowledge of Landlord Health & Safety Legislation, managing day to day repairs services and managing stock condition. 	<ul style="list-style-type: none"> • Experience of working in the care or supported housing sector managing a repairs

	<ul style="list-style-type: none"> • A focused collaborative approach to working within a team and a wider community. • A positive approach to excellent customer service, care delivery and a commitment to quality. • Experience in construction programme management or other contract services. • Operational management experience of working and managing multi-disciplined teams, including compliance with demonstrable record of excellent achievement. • A detailed understanding of Health and Safety both strategic and operational and the ability, if necessary to act as a project lead. • Ability to effectively manage compliance-based programmes by interpreting and interrogating data, with a keen eye for detail Customer services and complaints management experience. 	<p>service.</p> <ul style="list-style-type: none"> • Knowledge of commercial leases and facility management of offices.
Expereince	<ul style="list-style-type: none"> • Significant and recent property management experience • Managing day-to-day repairs, compliance and planned property services • Managing contractors and show ability to hold contractors to account • Procurement of services in a housing setting that provides value for money. • Working in a multi-disciplinary team environment and working successfully with tenants and external agencies • Working with external agencies to deliver successful outcomes • Performance management 	
Other Specific Requirements	<ul style="list-style-type: none"> • An understanding of and commitment to Affinity Trust Diversity and Health and Safety policies • A flexible approach to working outside core hours including some occasional evening and weekend working 	
Education and Qualifications	<ul style="list-style-type: none"> • GCSE's or equivalent – Maths and English at C or above • Building Management or Property Management qualification at BTEC Level or Higher 	<ul style="list-style-type: none"> • RICS Qualification • NEBOSH Qualification • Compliance Qualification

Next steps

Are you ready to join us?

Working Pattern

Hybrid working with minimum 2 days per week in the Thame (Oxfordshire head office) or Leicester (LE4).

Salary and Benefits

The salary for this role is £45,000.00 pro rata, and we are offering it on a full-time basis.

31 days annual leave pro-rata (including bank holidays), which we increase the longer you are with us.

- **Hybrid working** - We recognise that offering our employees the flexibility to work two days in the office and three days from home not only enhances productivity and sparks creativity but also cultivates stronger collaboration through a blend of of in-person and remote interactions.
- **Stream** – an app that gives you access to a percentage of your pay as you earn it, access to coaching, vouchers, discounts, cashback and more.
- **Blue light card** – we will reimburse your Blue Light Card membership which provides discounts in your favourite shops and restaurants.
- **Simplyhealth** - Fully funded health cash plans giving you access to a 24-hour GP, money back on prescriptions, dental treatment, opticians and access to many more health benefits.
- **Buy and sell annual leave** – transfer windows open twice a year.
- **Pension and Life Assurance** - you'll be enrolled into our Scottish Widows pension scheme and a Life Assurance scheme.

Apply today

We're transforming how we support our people.
Are you in? We want to hear from you.

We're committed to being Disability Confident and we guarantee to interview all applicants with a disability who meet the minimum criteria for the vacancy.

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