



Reactive Repairs Manager

£46,000

Interested in making a change?
Apply online at beacon.cymru/jobs

About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word.

We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

We aim to be a 10,000 home organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents.

We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach.

Beacon vision is to provide homes and services that enable our tenants to thrive and the communities we serve to prosper, supported by growing our social business and extending the reach of our homes and services.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.



Job Summary

The Reactive Repairs Manager role is a key role at Beacon and is vital to the success of Beacon in delivering safe, comfortable, affordable homes for residents and enabling Beacon to meet mid- and long-term financial plans. Crucially, the role enables Beacon to meet our obligations in terms of the Welsh Housing Quality Standard (WHQS), Housing Health and Safety System (HHSRS) and the Fitness for Human Habitation Regulations in the Renting Homes (Wales) Act 2016. The focus of this work is on the provision of a responsive service, inspecting occupied and unoccupied properties to ensure Beacon meets its legal and ethical obligations to residents.

You will make significant contributions to Beacon's reputation as a social landlord, identifying repair and improvement works, producing schedules as required and ensuring that the surveyors in your team meet expectations of quality, cost and time across their activities.

Your primary stakeholders are residents, ensuring the services your team provides meets and/or exceeds their expectations and internal cross-departmental teams, who you will engage with comprehensively to ensure effective communication, collaboration and joint working.

This role is on the rota for the out of hours/on-call service.



Purpose of Role

- Be the main point of contact and provide a first class service in respect to responsive repairs and day-to-day voids.
- Ensure the delivery of any works meets the requirements of the Welsh Housing Quality Standard (WHQS), the Housing Health and Safety Rating System (HHSRS) and Fitness for Human Habitation Regulations
- Ensure data integrity is maintained across all relevant property databases.
- Assist in the collection, collation and analysis of relevant property data to support the association's asset management strategy as required.
- Work closely with colleagues in business insight to ensure reports are generated to the required standard in a timely manner.
- Ensure teams have the required skills and capacity to deliver their responsibilities.

Daily Responsibilities

- Coordinate, manage and deliver a programme of inspections to occupied and unoccupied properties that meets the association's requirements.
- Assist the Programme Manager in drawing up annual schedules of works, especially cyclical and service chargeable services.
- Produce reports on reactive repairs activities, as required.
- Advise senior management of properties in need of major repair, or where decommissioning should be considered.
- Produce reports on properties the association intends to purchase or decommission, outlining their condition, energy efficiency, maintenance repairing liabilities and costs.
- Assist in the preparation of short and long term maintenance budget planning and management for the association's properties.
- Act on information from surveyors regarding building component conditions, decorative standards, major repairs and/or regular failure of specific components.
- Advise senior managers of any regular failure of specific components or areas of use where they may be unsuitable or ineffective.
- Work closely with and provide information to the Asset Data Manager on an ongoing basis to ensure that Beacon's asset database is up to date and accurate, enabling the provision of reports to senior managers as required.
- Liaise with staff from other departments to update relevant databases with completed work from void properties.
- Advise senior managers of unacceptable building practices or use of materials revealed by property inspections.

- Participate in any program of validation or sampling of surveys as required.
- Ensure appropriate engagement with residents across all areas of work, ensuring reactive surveyors have the appropriate skills to communicate effectively, sensitively and compassionately.
- Manage any improvements undertaken and liaise with external agencies, contractors and residents during completion of work.
- Obtain specialist reports from external stakeholders as required.
- Ensure works orders issues and approval of valuations and invoices within team comply with the specified in Beacon financial regulations, standing orders and schedule of delegated authority.
- Monitor and report on the performance of contractors and components.
- Effectively deal with contractors that carry out work that is of poor quality and report on the performance of contractors to senior managers.
- Address any identified areas of failings as necessary to continuously improve on the service being delivered to the association's residents, staff or external stakeholders.
- Inform the compliance team about any works that need to be included in building safety cases.

Team Leadership

- Build, maintain and repair (if necessary) relationships to foster a good working environment, characterised by a culture of high support and high challenge.
- Role model the appropriate behaviours, inspiring others to adopt similar behaviours.
- Hold regular team meetings that help meet shared aims and objectives.
- Hold regular 1to1s, setting clear and achievable objectives and identifying any training needs.
- Keep team members updated with appropriate and timely communication, informing individuals of what is going on in their area or any changes within the housing stock and across Beacon.
- Demonstrate interest in the work of the team, providing clear, constructive and continuous feedback.
- Identify areas of development for direct reports and liaise with HR teams to progress.
- Manage performance, absence and conduct of direct reports.

General Responsibilities

- Ensure compliance with all current and applicable legislation, approved codes of practice, industry guidance, etc. in relation to health and safety, building and fire safety, Construction (Design & Management), asbestos, planning, building regulations, etc.
- Ensure compliance with statutory and legal obligations, the groups corporate aims, values, policies and procedures, occupation contract and lease conditions and good practice.
- Ensure that work carried out by Beacon's appointed contractors does not pose significant risk to any internal or external stakeholders.
- Act on information about any risk matters and implement appropriate risk management actions.
- Liaise with internal and external stakeholders and with other members of the department to ensure the smooth running of the service.
- Provide and maintain a service that is value for money
- Prepare agendas for pre-contract meetings and progress meetings and organise, chair and minute pre-contract meetings and progress meetings.
- Deal with enquiries and correspondence relating to the maintenance department and maintain effective administration systems.
- Have competent IT skills suitable to analysing and interrogating various IT systems, checking the validity of information and producing reports from this information.
- Work flexibly across the department during times of staff shortage, sickness, leave, etc.
- Participate in the operation of the groups out of hours emergency repair service, which will include being on call on a shared rota basis. This will also involve being able to answer queries made by contractors, the call centre, or residents during these periods. In certain situations, this will include a requirement to attend properties to ascertain the full extent of the problem and assess any re-housing issues, in the event of fires or severe floods, etc.
- Carry out any other duties reasonably determined by management

NB. This is not exhaustive and may change to meet the needs of Beacon Cymru Group.

Reactive Repairs Manager

Person Specification

Qualifications & Experience		
✓		HNC/HND in Building
	✓	Chartered Member (RICS or CIOB)
✓		Experiencing in managing people and their programmes of work to a high standard
✓		Experienced in dealing with residents, contractors, housing associations, local authorities, and other agencies
✓		Practical experience in customer or solution focused services
Skills and Knowledge		
✓		Practical knowledge of building practices, systems, and components
✓		Understanding of stock condition systems and energy efficiency requirements
✓		Knowledge of the requirements needed to complete a variety of property surveys to the required standards
✓		Knowledge of Welsh Quality Housing Standards, Fitness for Human Habitation, Housing Health and Safety Rating System and property related matters affecting housing associations
✓		Able to prepare schedules of work, advise on property conditions and prepare costs against these
✓		Sound numerical skills and be able to work to a budget
✓		Understanding of health and safety in properties and knowledge of CDM Regulations 2015 (or as amended), Regulatory Reform (Fire Safety) Order 2005 and able to carry out dynamic risk assessments accordingly
	✓	A practical knowledge and understanding of the 'Vanguard' system's thinking method
✓		Intermediate level IT skills with the ability to use a range of software, including stock condition data systems and MS suite
✓		Able to maintain effective administration systems
✓		Able to impartially investigate situations to inform decision making that is fair and non-discriminatory
✓		Good organisational and time management skills
✓		Able to work under pressure and crisis manage
Personal Qualities		
✓		Self-aware and committed to own continuous development as well as that of the team
✓		Demonstrates leadership behaviours and has credibility with employees at all levels
✓		Displays teamwork and leadership qualities and is an effective role model
✓		Driven to achieve results with high standards and expectations of service delivery
✓		Proactive approach to problem solving with the ability to weigh up situations and act upon and make sound decisions
✓		Innovative and receptive to change, encouraging creativity and fresh ideas
✓		Confident, with excellent communication skills that demonstrate an ability to collaborate, listen, mediate, negotiate and influence
✓		Demonstrates credibility with internal and external customers at all levels
✓		Commitment to the values, aims and objectives of Beacon and upholding its reputation
General		
✓		Enhanced Disclosure and Barring Service (DBS) check
✓		Commitment to personal development and developing the role and skills of the team
✓		Full driving licence and daily use of a vehicle

Next steps

If this seems the job for you can apply online 24/7 right up until **14th July 2025**

You can save your progress through our online application system so you don't need to do the entire thing in one go.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown
- We'll review all applications and let you know whether or not you've been shortlisted

If you are, we'll invite you to come and meet us for an Assessment day on either **24th or 25th July**. Please ensure you are available for these dates prior to applying as we will not be able to offer alternative dates.

- If you're successful, we'll make you an offer (hopefully one that you can't refuse!)
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check
- Once that's all done, we'll send you a contract and confirm your start date
- Welcome to **#TeamBeacon!** There's a 6 month probationary period from your start date and your manager and HR will support you throughout.

Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Payment of professional membership fees

Want to see the full range of benefits?
Visit beacon.cymru/jobs