



Your job

Job Title: Deputy Responsive Repairs Manager

Service: Repairs, Maintenance and Customer Experience

Grade: 10

Reporting to: Repairs and Maintenance Manager

As Deputy Repairs Manager, you will play a critical leadership role within the Repairs, Maintenance and Customer Experience Service, supporting the delivery of a high-performing, tenant-focused repairs operation. You will champion Team Wigan behaviours and the principles of Progress With Unity, ensuring services are delivered collaboratively, transparently and in a way that strengthens trust with our tenants and communities.

You will provide operational oversight and support across responsive repairs, voids, disrepair, and emergency works. Your role is pivotal in ensuring the service meets the requirements of the Social Housing Regulation Act, including Awaab's Law, and delivers on the Regulator of Social Housing's Consumer Standards, with a strong emphasis on safety, quality, and accountability.

Working closely with the Repairs Manager, you will lead teams, manage performance, oversee compliance and quality assurance, and support continued improvements in service delivery. You will act as a key decision-maker during urgent and complex situations, ensuring risks are well managed and tenants are kept safe.

You will build strong internal and external partnerships, including contractors, statutory agencies, Asset Management, Compliance, Tenancy Services, Customer Services, Finance and Legal, to support efficient operations and joined-up service delivery. Your leadership will embed a culture of listening, learning and continuous improvement. You will champion innovation and continuous improvement to support service excellence.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Support implementation of the Repairs Transformation Programme and embed customer-focused, data-driven working practices.
- Strengthen compliance with Awaab's Law, ensuring urgent hazards or repairs and damp and mould responses meet statutory timescales.
- Support development of a new end-to-end repairs workflow aligned with PWU principles and the Consumer Standards.
- Contribute to service planning, including service redesign, digital improvements and enhanced resident engagement.
- Build strong relationships with tenants, ensuring their voice shapes service changes and learning.

On an ongoing basis you will:

- Manage day-to-day delivery of the responsive repairs, void repairs and emergency works service, ensuring safety, quality and value for money.
- Lead and motivate teams, ensuring high performance, strong communication, and a culture of accountability and continuous improvement.
- Ensure compliance with health and safety, CDM, HHSRS, Right to Repair, the Housing Ombudsman Code and the Social Housing Regulation Act.
- Oversee contractors, ensuring KPIs are met and escalating concerns where required.
- Manage complex cases involving building defects, damp, mould, structural issues and property hazards.
- Ensure repairs decisions are legally defensible, evidence-based and thoroughly recorded.

- Support the Repairs Manager with budget monitoring, forecasting and cost control; ensure works are completed within financial approvals.
- Monitor and report on performance trends, identifying areas for improvement and leading service interventions.
- Ensure robust data quality practices and champion GDPR compliance across the service.
- Respond to Member and MP enquiries, complaints and casework, producing high-quality written responses.
- Collaborate with partner teams, including Asset Management, Compliance, Legal, Customer Services and Finance, to ensure joined-up service delivery.
- Attend out-of-hours meetings, provide emergency cover and support major incident response when required.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

Essential Knowledge & Experience

- HNC in Construction, Housing or related technical discipline, or equivalent experience.
- Strong technical understanding of repairs, maintenance, construction methods and building pathology.
- Knowledge and understanding of legislation in relation to social housing regulation.
- Up-to-date working knowledge of:
 - Awaab's Law
 - HHSRS - with the ability to accurately identify, assess and advise on housing-related hazards.
 - Damp & mould management best practice
 - Social Housing Regulation Act requirements
 - Housing Ombudsman Code
 - Consumer Standards (especially Safety & Quality)
- Experience of leading teams, managing performance and motivating staff through change.
- Proven experience delivering high-quality housing repairs and maintenance services.

- Experience managing budgets and delivering value for money in a public sector environment.
- High-level problem-solving and decision-making skills in complex operational settings.
- Ability to communicate complex technical issues clearly to tenants, staff, contractors and elected members.

Skills & Behaviours

- Demonstrates all **Team Wigan** behaviours.
- Politically aware and able to navigate sensitive or high-profile cases.
- Strong partnership-building skills, internally and externally.
- Excellent written and verbal communication skills.
- Ability to work under pressure, manage competing priorities and meet urgent deadlines.
- Commitment to tenant involvement, transparency and accountability.

Other Requirements

- Provide out-of-hours cover and respond to emergencies.
- Valid UK driving licence and access to a vehicle.

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

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| Be Positive | “ Take pride in all that you do and support and develop yourself and others. ” |
| Be Accountable | “ Be responsible for making things better, enabling change and supporting improvement. ” |
| Be Courageous | “ Be open to doing things differently and working collaboratively with others. ” |
| Be Kind | “ Be helpful, generous and thoughtful towards yourself and others. ” |