

Job title:	Resolution Manager
Line manager:	Head –New Homes Customer Care
Grade (if applicable):	2
Direct reports:	X 6



Role purpose:

To lead a team of Defects Resolution Coordinators to manage a range of internal and external resources in the resolution of defects. Act as key point of contact in Development for coordinating resolution of defects in the defects liability period (DLP).

Key results:

- Develop and lead an operational management team proactively managing customer relationships and enhance performance by setting clear areas of responsibility and accountability
- Support development managers/colleagues to be robust clients and ensure contractors and consultants deliver buildings and services in accordance with ERs and scopes of services.
- Support the Head of New Homes & Customer Care and Technical Manager (Construction & Defects) to monitor contractor and consultant performance in relation to defects against retentions held and defects budget.
- Be responsible for monitoring and reporting on defects performance and trends, adhering to quality control and assurance procedures.
- Produce regular progress reports against defects KPIs and making recommendations to client businesses to improve the customer moving experience
- Work with Heads of Service to agree costs, payments, valuations, and variations to defects work
- Responsible for ensuring that liaison with NHBC, warranty providers, BRE, and professional bodies on defects issues is undertaken.
- Lead on monitoring defects performance, including communication and feedback to
- our framework partners
- Report issues relating to product, design, workmanship and engagement of the parties involved to the Development department and advise them on ways for improvement to minimise defects occurring.
- Work with the L&D Team to deliver appropriate training to support Defects Resolution Officers in managing the defects process
- Develop collaborative relationships with client teams and work with colleagues in particular those in Regeneration and Assets to support the successful resolution of first and second year defects.
- Work jointly with Development Managers, leasehold, housing management and resident liaison colleagues to ensure that residents are effectively communicated with throughout the life of a remedial works project.
- Support Peabody front line staff in managing the relationship with residents.
- Investigate and respond to high level customer complaints, taking a fair, responsible approach and managing customer expectations in line with company values and contractual parameters
- Responsible for compliance with the Consumer standards i.e. New Homes Quality Code, Building Safety Bill, and customer-related regulations.
- Ensure that all KPI and Service Levels Agreements are met.
- Cover out of hours duty on a rota basis with other members of the management team to provide support in emergencies outside of usual working hours.

Success metrics:

- Standards are set and communicated in respect of what constitutes a defect
- Deliver on low number of defects per property - Average of 2.5 defects per property with 80% of defects closed out within SLA
- Deliver on high customer satisfaction in quality of home -85% of residents satisfied or very satisfied with the quality of their home
- Deliver on 90% target of customers who would recommend Peabody

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- 90% defects identified at first time visit/diagnosis with appropriate remedial action proposed and agreed with relevant stakeholders
- 80% success rate re recovering of any defects works cost incurred from developers / contractors who have failed to rectify works.
- 95% of customers complaints responded to within set timescales
- 95% accuracy score for data inputted and owned by Service area users
- Peabody's Defects Policy and Procedures are applied

About you:

You will:

- Have effective IT skills including basic/intermediate/advanced MS Office skills
- Have an understanding of project management principles and risk analysis skills
- Be collaborative in your approach to working across teams from different service areas
- Have an understanding of the client relationship with Contractors and housebuilders in Design and Build contracts/ Development Agreements respectively
- Able to demonstrate an understanding of the aspirations of tenants and leaseholders and be committed to meeting these wherever possible
- An effective communicator, able to produce factual reports both verbally & in writing
- Highly tuned coaching skills, with a track record of developing others.
- Would benefit from experience of reading and understanding contracts
- Understand how diversity policies and equal opportunities play a vital role in customer relations
- Exceptional at organisationing your time to ensure work is delivered within deadlines

You will have:

- Experience of defects resolution and the construction process.
- Substantial experience of leading a team with excellent communication skills, that generates confidence and respect with a wide variety of audiences.
- Proven experience of successfully leading, managing, and coaching employees and supporting them through times of change.
- Strong commercial awareness with knowledge of budget management, planning, and proven experience of leading on risk management.
- Experience of delivering successful outcomes from negotiations with external and internal stakeholders.
- Experience of managing contractors and holding them to contractual obligations.
- Experience in property development with a housebuilder, contractor, consultant, housing association, or similar.
- Experience of inspecting construction projects at all stages of construction from demolition/site clearance to handover including standard setting, pre-close up, prestrike, functional and snagging inspections.
- Experience of managing time-input across different sites and projects
- Understanding of both the current and emerging regulatory regime in respect of Building Regulations and Building Safety for residential construction
- Knowledge of other bodies whose requirements and standards are applicable to residential construction
- Understanding of the client relationship with Contractors and housebuilders in Design and Build contracts/ Development Agreements respectively

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