

**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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