

Job profile

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| Job title: Team Leader (Repairs) | Responsible to: Senior Team Leader |
| Post No: | Salary grade: I |
| Responsible for: Trade Operatives | Behaviour level: 2 - Managers |

Purpose of the job:

As Team Leader in the Homes directorate, you will provide day-to-day supervision and management of colleagues in the provision of a Right First Time Responsive Repairs, Voids and Planned Maintenance service, supporting the Repairs Manager in monitoring, planning, organising and delivery of high-quality services for our customers.

You will appoint and manage several small sub-contracts and will ensure a 'Customer First' service is delivered.

You will ensure that works are conducted safely and will manage the quality of works delivered to ensure our customers have a positive experience of SLH.

Key accountabilities:

1. To be accountable for the day-to-day management of repairs colleagues; providing technical guidance and support; and managing supply chains and colleague diaries effectively to ensure that services are delivered on time, to an excellent quality, and in an efficient manner.
2. To ensure the raising of works and purchase orders and authorising invoice payments to suppliers in an efficient and timely way.
3. To performance manage the teams under your area of responsibility and ensure that services are delivered in a 'Customer First' manner and achieve high levels of customer satisfaction.
4. To procure and manage all necessary surveys e.g., EPC's, Asbestos, Structural, Specialist RAM's etc, to enable the works to be completed safely and efficiently.
5. To manage our Out of Hours repairs and be a point of contact for external services and colleagues. Risk-assess repairs to determine urgency and manage resources to undertake repairs. Ensure that all Out of Hours repairs are recorded and arrange, in

consultation with customers, for 'follow-on works' to be undertaken to complete the repair.

6. To procure, administer and manage contracts and subcontractors undertaking responsive repair and void works on behalf of the business. Conducting valuations and invoice payments to sub-contractors and suppliers.
7. To be responsible for the system administration of applications used in the delivery of responsive repairs and voids works, ensuring that data is recorded and maintained accurately and efficiently, to provide costing information and business intelligence to performance systems.
8. To assist the Departmental Management Team and trades colleagues with technical information and updates through regular tool-box-talks, training, one to ones and performance reviews.
9. To be a proactive member of the SLH team; continually seeking to improve outcomes and develop your own skills and the performance of the team. You will seek to improve processes and ensure value for money.
10. To ensure that Health, Wellbeing and Safety policies and procedures are embedded and adhered to, to deliver effective and safe services and operations.
11. To promote Equality, Diversity and Inclusion and ensure you and colleagues work in accordance with the legislative and regulatory requirements at all times.
12. To ensure that SLH data is collected, safely and appropriately managed, reported accurately and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to ensure data quality and security.

Person specification

| Job title: Repairs Team Leader | | |
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| Criteria | Essential / Desirable | Method of Assessment |
| Qualifications | | |
| Able to demonstrate a competent level of numeracy and literacy to the equivalent of English and Maths GCSE | E | AF |
| HNC/HND in an appropriate construction related qualification, or equivalent through experience or qualification in a role-related subject | D | AF |
| Specific technical specialism training/ qualifications/ awareness e.g., health and safety; fire safety; asbestos | D | AF |
| Evidence of continued professional development | E | AF |
| Knowledge, skills, and abilities | | |
| An understanding and developed working knowledge of computer systems including Outlook, Excel, Word, and Teams | E | ST |
| An unwavering commitment to equality, diversity, and inclusion, ensuring this is embedded in the work of SLH | E | AF/I |
| Accurate with figures and able to pay attention to detail. Ability to interpret complex information and documentation | E | AF/I |
| Knowledge of building construction legislation, building control regulations and contractual obligations (to include Data Protection/Freedom of Information/Health and Safety) | D | AF |
| Excellent verbal and written communications skills including interpersonal skills. Ability to liaise with a wide range of individuals, groups, and organisations regarding the delivery of the repairs service | E | AF/I |
| Able to negotiate and deal with conflict situations | E | AF/I |
| Proven ability to work in a team | E | AF/I |
| Ability to plan resources to achieve performance targets and ability to reassess and replan in times of pressure | E | AF/I |
| A commitment to Continuous Improvement and challenging the norm | E | AF/I |
| An understanding of and commitment to excellent levels of customer service | E | AF/I |
| Seeks to deliver to targets and ensure that deadlines are met | E | AF/I |

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| Self-motivated, proactive, and resilient with high level of integrity and use of initiative to achieve results | E | AF/I |
| In-depth understanding of the National Housing Federation (NHF) Schedule of Rates for Building Works | E | AF/I |
| Knowledge of the Housing Health and Safety Rating System (HHSRS) | D | AF |
| Knowledge of asbestos, legionella, building regulations, fire regulations, health and safety regulations and carrying out risk assessments within a housing environment | E | AF/I |
| Willing to attend 'out of office hours' community events / meetings | E | AF |
| Full driving licence | E | AF |
| Is a role model to other colleagues in expected professional standards, and in alignment with SLHs shared SLICE values and behaviours | E | I |
| Experience | | |
| Experience in the building industry, ideally working within a customer focussed housing repair and maintenance or planned works team | E | AF/I |
| Demonstrable experience of supervising a team | D | AF |
| Experience of interpreting and applying building regulations and disrepair legislation | D | AF |
| Experience of identifying items of disrepair and an understanding of building maintenance terminology and repair activities | E | AF/I |
| Practical experience of risk management and mitigation | E | AF/I |
| Experience of successfully leading, managing, and motivating teams, including managing team performance | D | AF |
| Experience of organising and prioritising work, meeting deadlines, working under pressure, and handling several tasks simultaneously | E | AF/I |
| Experience in operating housing repairs and maintenance systems | D | AF |
| Values and behaviours - <i>It's not just about what we do, we believe it's how we do it too...</i> By living our behaviours every day, our colleagues, managers and senior managers are living our shared SLICE values and helping to deliver our vision of Quality Homes, a platform for life: <ul style="list-style-type: none"> • Genuinely care | E | I |

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| <ul style="list-style-type: none"> • Take responsibility • Have respect • Be adaptable • Work together • Be curious • Make it happen • Always improving | | |
| | E – Essential D – Desirable | AF – Application form/CV I – Interview ST – Skills test ASS – Psychometric tool e.g., Wave |
| <p>Please note: No job profile can cover every task which may arise within a role. The post holder will be expected to carry out other duties from time to time which are broadly consistent within this document.</p> | | |
| <p>Role profile prepared by: Repairs Manager</p> | | |
| <p>Review date: April 2024</p> | | |
| <p>Location: Will be Bridge Mills Business Centre, Stramongate, Kendal LA9 4BD. South Lakes Housing operates a hybrid working policy.</p> | | |