



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Repairs Team Lead</b>
<b>GRADE:</b>	<b>Grade 4 (SCP 22-24)</b>
<b>REPORTING TO:</b>	<b>Repairs and Property Experience Manager</b>
<b>RESPONSIBLE FOR:</b>	<b>Repairs Trade Team</b>

### **ROLE SUMMARY**

In conjunction with the Property Repairs Senior Leadership Team, ensure that believe housing's Property Repairs Team is developed as a flagship service that is great, consistent and modern. Leading a high performing team, delivering an excellent customer experience whilst balancing cost, quality and risk.

### **MAIN DUTIES & RESPONSIBILITIES**

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process, the points below are a summary of your main duties and responsibilities.

### **DELIVERY**

1. Responsible for managing the operational delivery of the organisation's Repairs Team including the effective management of all resources required to deliver a great service whilst optimising performance, cost and risk.
2. Provide supervision, leadership and guidance to develop and motivate staff to deliver the highest quality operational delivery service to internal and external stakeholders whilst providing excellent lines of communication between managers, coordinators and the trade workforce.
3. Act as a professional and positive role model for all staff within the organisation, demonstrating a can-do attitude in line with the organisation's vision and values.
4. Ensure compliance with Health and Safety legislation and regulations is managed and monitored within day to day operations, whilst establishing a holistic culture of safety across the directorate.
5. To promote the customer's voice through the analysis and action of customer feedback and ensure that it is the golden thread within all decisions and actions relating to the Property Repairs experience.
6. To create and sustain a high performing team ensuring that business KPIs and operational performance targets are delivered whilst promoting continuous improvement.
7. Responsible for the weekly output performance of the trade operatives within your team. To analyse, challenge and proactively look for solutions to areas of low performance, determining

reasons for any operative who is not completing work against agreed KPIs, implementing remedial action\work plans to achieve target.

8. To achieve a consistent balance between finance, resource, quality and timescales for work to be delivered.
9. Responsible for monitoring the repairs budget, ensuring accurate job costing, approval of contract variations and invoices for completed works.
10. To compose written correspondence and/or reports from interpretation of data and information.
11. Responsible for all performance management activities relating to your team, to include full sickness and absence management processes, appraisals (including MAESTRO assessments) and regular 1:1s, monitoring and development of training opportunities for your team.
12. To undertake quality inspections in line with the Property Repairs Quality Framework ensuring that work is completed to a high standard and where possible right first time with zero recalls.
13. To resolve complaint and dissatisfaction cases, from both within and external to the organisation, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.
14. Working collaboratively with colleagues to ensure that the Property Repairs Team is seen as an innovative and forward-thinking business stream where ideas and creative thinking are championed.
15. Robust contract management of believe housing subcontractors and suppliers, ensuring that all work issued externally is delivered in line with the organisation's procurement requirements and Standing Orders.
16. To utilise data and management information to shape Property Repairs service delivery.
17. To provide out of hours on call supervision as part of a rota across the Property Repairs team.
18. Do the right thing for our people, our business and our customers.

## **PERFORMANCE MEASURES**

- Business Scorecard Metrics
- Operational KPIs
- Customer satisfaction targets
- Value for money metrics
- Budget monitoring
- Compliance with legislative and regulatory standards
- Adherence of the Health and Safety Policy
- Delivery of team projects
- Demonstrating corporate values, attitudes and behaviours



Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate duties.

## PERSON SPECIFICATION

### Experience, Skills and Qualifications

- Educated to HNC level or equivalent and /or professionally qualified in construction management or a related discipline and / or the ability to demonstrate relevant experience
- Ability to monitor budgets and accurately forecast spend to ensure effective planning and delivery of your workstream
- Demonstrate previous accountability for the management of Health and Safety at an operational level
- Demonstrate a track record of effectively managing a multi-trade mobile operative workforce
- Has a thorough understanding of delivering front line services to customers in a challenging commercial environment
- Understands and can demonstrate a commitment to coaching and developing staff to ensure succession planning, coupled with change management skills
- Required to make a broad variety of decisions where a wider range of options are available from which to select the best course of action
- Good understanding of the organisations business activities
- Effective use of repairs ICT as well as other IT and media as appropriate
- Able to prioritise to achieve realistic targets, costs and time deadlines and to develop and analyse solutions to problems encountered.
- Interpersonal skills of listening, relationship management and influencing in addition to good presentation skills
- Considers the impact of business decisions on the Property Repairs Team and wider organisation at all times
- Flexible and adaptable to the diverse needs of the organisation
- A skilled influencer and negotiator able to communicate effectively with internal and external stakeholders