



HILLINGDON

LONDON

Job Profile

JOB TITLE: Repairs Supervisor (North or South)

GRADE: POB

POST NO: 30911

JOB TIER: 4

DBS CHECK: None

GROUP: Residents Services

SERVICE: Repairs

REPORTING STRUCTURE

Reports to: Operations Manager Corporate and Housing Repairs and Voids

Direct Reports: 25

Indirect Reports: none

Note: This JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of this role.

ROLE PURPOSE:

Management of a repairs team, ensuring agreed team plans and performance targets are delivered and that a culture of putting our resident's first and continuous service improvement is maintained. The Team Leader is responsible for ensuring effective and efficient co-ordination and delivery of:

- Day to day repairs
- Accurate and timely inspections
- Detailed specifications

A . J ob Des cr iption

1. People Management

- To be responsible for the selection, development and performance of a repairs team in line with the Council's HR policies.
- To ensure all team members receive the appropriate level of communication to maintain engagement with the Council's vision, priorities and activities.
- Ensure adequate staffing levels are available at all times to meet the delivery demands of the repairs and void service across the whole borough.
- To competently manage a large team consisting of planners, Lead operatives and up to 20 operatives.

2. Customer Management

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To fully understand the impact that the repairs service has on the relevant service areas, residents and tenants within the borough and to act accordingly.

3. Operational Service Delivery

- To manage service delivery for day to day and void repairs on buildings owned by the Council.
- To manage planners, ensuring that they effectively co-ordinate the scheduling of all reactive repairs to ensure that works are distributed, booked and delivered in line with Council procedures and standards.
- To manage Lead operatives while they ensure that a focus on residents' satisfaction and quality of workmanship is regularly maintained and reported.
- Carry out accurate and timely inspections of properties across the housing estate, including, but not limited to, pre-evacuation inspections, repairs inspections and void inspections.
- Provide fault diagnoses, works orders and approvals in a timely and accurate way.

- Support the development of technical specifications and contract documentation for maintenance contracts, ensuring that they reflect the relevant standards in accordance with contract management best practice.
- Manage relationship with suppliers used by the repairs service to achieve the required level of performance.
- Instruct contractors in writing, by telephone and in person on contractual and financial matters.
- Support the resolution of customer complaints, recharging, insurance claims and disrepair claims where required. This includes investigations and report writing with proposals to rectify.
- Support the development and reporting of management information, performance trends with recommendations for improvement.
- Ensure all office systems are kept up to date and that data is accurately recorded and maintained in accordance with the Council's policies and business practices.
- Be actively involved in reducing the number of complaints and disrepair claims through positive communication with tenants and leaseholders.
- Provide advice, on request, to all other areas of the business related to asset management and tenancy sustainment.
- Develop and deliver tool box talks to ensure high levels of H&S knowledge and best practice across the service.
- Assist with the preparation of cost estimates for repairs and minor works projects.
- Prepare reports and briefings as required for a variety of audiences.
- Ensure effective arrangements are in place for the notification, monitoring and management of Parking Control Notices (PCNs) incurred by the team, including timely communication with staff and compliance with Council procedures.

4. Service Planning & Development

- Ensure that an annual Team Plan, aligned to the Group / Service Plan(s), is developed, agreed and communicated to team members in a timely manner.
- Ensure clear Service Level Agreements (SLA's) are in place where appropriate, covering all aspects of service delivery with performance and response levels, together with the escalation process if SLA's are not met.

- Ensure all processes and procedures are reviewed annually and updated where required.
- Maintain a current service workforce plan including a succession plan for all key roles within own team.

5. Financial & Resource Management

- To take responsibility for the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To ensure that all workforce expenditure is compliant with corporate guidance and that any temporary resource is purchased through the Council's agency contracts.
- To ensure that all financial risk is understood and documented.
- To identify appropriate re-charging work
- To seek procurement advice and approval for all expenditure related to repairs service activities.
- To support procurement's commercial contract management responsibilities by providing timely and accurate information.
- To support the agreement of contract and service contract variations by providing accurate specifications.
- To check invoices, reflect accurately and fairly work undertaken before making payment to contractors.
- To manage and monitor all Parking Control Notices (PCNs) and similar fines arising from service activity, ensuring that staff are notified in a timely manner, appropriate action is taken, and financial risk to the Council is minimised.

6. Continuous Improvement

- Implement continuous monitoring of team and individual performance and productivity to ensure the delivery of Service Level Agreements (SLA's) are maximised.

- Manage the implementation of improvement initiatives and change programmes using the Council's Project Management and Service Improvement methodologies.
- Keep updated on current legislation related to the Council's statutory obligations in the repairs service and work with colleagues to ensure that processes and procedures are in place to facilitate the delivery of these.
- Provide feedback on Members' Enquiries, service requests and complaints as required.

7. Contacts

- Primary contact will be with tenants and leaseholders, and other officers within the Council
- Suppliers and contractor representatives.

8. Additional Responsibilities

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFE saving targets
- Delivery against agreed PADA objectives

B . P e r s o n S p e c i f i c a t i o n

Repairs Supervisor

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this

1. QUALIFICATIONS	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
A building and/or property related qualification or a qualification in at least one trade e.g. Gas Safe, CSCS card with relevant level, electrical etc.	<input type="checkbox"/>	
Evidence of continuous development in a relevant field	<input type="checkbox"/>	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
Ability to work flexibly and attend Council and Public meetings usual working hours.	<input type="checkbox"/>	
Ability to work at various sites across the Borough as	<input type="checkbox"/>	
A valid UK Driver's	<input type="checkbox"/>	
3. EXPERIENCE	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
Demonstrable experience of providing a quality repairs service to standards of customer satisfaction	<input type="checkbox"/>	
At least 2 years experience of supervising/leading trade successfully to deliver a quality service.	<input type="checkbox"/>	
Experience of undertaking inspections of properties in a timely accurate manner for a large property portfolio.	<input type="checkbox"/>	
Experience of preparing accurate	<input type="checkbox"/>	
Experience of budget management and financial	<input type="checkbox"/>	
4. KNOWLEDGE & SKILLS	ESSENTIAL <input type="checkbox"/>	DESIRABLE <input type="checkbox"/>
Demonstrable ability to deliver a repairs service on time, to budget to the standard required by the organisation.	<input type="checkbox"/>	
Ability to keep abreast of current legislation relating to the service and work with colleagues to ensure that processes and procedures are updated accordingly.	<input type="checkbox"/>	
Ability to write accurate and detailed reports and briefings for a variety audiences including management and Cabinet members.	<input type="checkbox"/>	
A competent user of ICT including the ability to use service software.	<input type="checkbox"/>	

Ability to develop and deliver toolbox talks to trade	□	
Sound knowledge of Health and Safety legislation and how it applies the repairs service and the Council.	□	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes,	□	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	□	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members’ experiences can	□	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to variety of different audiences.	□	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to quality service provision.	□	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge promoting and supporting developmental opportunities to improve performance.	□	