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|  | JOB DESCRIPTION | FormJD1 |
| JOB TITLE: Area Repairs Team Leader | **POST NUMBER:**  |
| **REPORTS TO** (Job Title):  | Reactive Repairs and Voids Manager |
| **DEPARTMENT:** HHASC, Building Services | GRADE: 9 |
| **JE REF:** | 3898B01167 | PANEL DATE: | 07/11/2017 |
| **1.** | **MAIN PURPOSE OF JOB**The post holder will be responsible for the delivery of an efficient and effective reactive repairs and maintenance service for all council owned property within a designated area.Within their designated area they will be responsible for ensuring excellent customer service standards and a high quality repairs and maintenance service that helps to sustain the quality of City of York (CYC) council homes; and other properties for which CYC provides a repairs and maintenance service.They will utilise the systems available to monitor performance within their area; maintaining awareness of workloads, demand, performance levels and service standards within their area and striving to improve these at all times.This will include line management of a team of repairs operatives, surveying duties and contract/project management of external contractors. |
| **2.** | **CORE RESPONSIBILITIES, TASKS and DUTIES:** |
|  |  | **Line management of repairs operatives -** tomanage work planning and allocation, optimising work performance, ensuring health and safety compliance, and attendanceand individual performance of operatives. To include:* To hold bi-monthly 1-2-1 meetings, team meetings, and tool box talks. Take notes and record on relevant CYC system. Ensure team are kept fully informed of their performance against set objectives, budgets, and reactive repairs key performance indicators.
* Set annual objectives for team members and carry out annual PDR appraisals. Take notes and record in relevant CYC system.
* Identify staff training requirements and liaise with line manager to incorporate into annual training plan.
* Undertake absence management, including return to work discussions, improvement plans, and compliance with CYC absence management policy.
* Ensure staff abide by code of conduct and manage behavioural standards; and adhere to the CYC Customer Service Standards at all times.
* Undertake any necessary risk assessments, ensure appropriate health and safety plans are in place and are complied with.
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|  |  | Work closely with Planning Officers to ensure allocation of work maximises team performance. |
|  |  | **Contract/Project Management -** to achieve effective management of all contracts (in-house and external contracts) relating to the day to day repairs services to ensure that all performance targets are met and continuous improvement is maintained. |
|  |  | To formulate annual budgets for work to be undertaken within the post’s area of responsibility, and implement robust budgetary control and forecasting systems. |
|  |  | To hold regular contract meetings with contractors and minute to provide accurate records of contract management activity. To make appropriate recommendations regarding contractors whose performance is unsatisfactory and play a key role in conducting the annual assessment and appraisals/review of the performance of contractors and consultants. |
|  |  | To monitor progress and report, assist with producing KPI, performance and budget data. |
|  |  | To liaise with local housing team and ensure residents are kept fully informed of works before, during, and after completion. |
|  |  | To seek tenders and quotations as required, in accordance with tendering and procurement guidelines. To have input into and prepare all necessary tender documentation for the procurement of works and services. To evaluate prices and issue orders. To project manage works on site to a satisfactory completion. |
|  |  | To seek resident feedback on works undertaken and make recommendations on areas for improvement. |
|  |  | To organise Aids and Adaptation work; liaising with relevant teams to ensure customer needs are met.  |
|  |  | **Service Quality -** to assist in ensuring that tenants and residents receive a responsive, high quality day to day repairs service that meets their expectations, offers good value for money and meets all related key performance indicators (KPIs), including out of hours service. |
|  |  | To assist in ensuring the effective management of the reactive maintenance service, ensuring that in-house and external contractor performance meets the criteria set out in the reactive maintenance service level agreement. |
|  |  | To pre-inspect repairs, in accordance with procedures, and ensure works orders are processed using schedule of rates or other payment mechanisms in place. |
|  |  | To undertake sufficient checks on in-house and external contractor performance, including post inspection visits, checking invoices for payment and analysing resident feedback. |
|  |  | To monitor and control expenditure of the day-to-day maintenance budget in conjunction with the Line Manager. |
|  |  | To respond to emergency out of hours service enquiries; providing support to your team Occasionally attending emergency repairs out of hours, when a Team Leader presence is required. |
|  |  | To provide technical support and advice on reactive repairs Services to colleagues, customers, Residents Associations etc. Specifically support the Customer Services Team to provide an informed and effective frontline service. |
|  |  | Asset Management Strategy - To monitor the types and frequency of repairs and feed the findings into the asset management strategy in order to inform the planned programme and proactively influence the distribution and concentration of investment activity.  |
|  |  | **Deputise -** to deputise for the Reactive Repairs and Voids Manager where requested to do so. |
|  |  | **Provide Support –** provide support for fellow Team Leader’s within Building Services, through the sharing of best practice, knowledge and experience. This may include covering for the absence of other Repairs Team Leaders. |
|  |  | Ensure that all work carried out within the area of responsibility complies with Health and Safety legislation and CDM regulations. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**Number of staff reporting to jobholder and nature of supervision eg full line management responsibility or day to day supervision of work **Direct**: Full line management responsibility for up to 9 multi trade in house workforce plus agency staff, apprentices and work experience placements. The team are fully mobile and operate across the full geographical area covered by CYC.The post holder has responsibility for all human resource issues within the team including:* Monitoring sickness dealing with any trigger points and taking appropriate action.
* Taking the lead on recruitment within the team and day to day supervision.

**Indirect**: Responsible for contractors on site (variable number). Day-to-day supervision of up to 27 multi trade in house workforce; plus other trades working on sites. The post holder will provide direction and support to Planning Officers (x5) and Customer Support Officers  |
| **4.** | **CREATIVITY and INNOVATION**The post holder will be required to use creativity and innovation to ensure that suitable solutions are devised to meet the wide variety of repair situations that they will be presented with in this role.When problems occur the post holder will have to use their knowledge and experience to find appropriate solutions which will not exceed the budgetary constraints. When dealing with repairs they will have to find the most appropriate method to affect the repair, this may require imaginative solutions and adaptations to available resources.Post holder may be involved in the customisation of plans to meet the specific requirements of individual customers, making changes to allow customers to achieve personal outcomes which are possible within the agreed unit cost. They may also adjust the work programme to meet specific requests from an individual customer, moving work teams around and changing dates to try to meet the customer’s request. They must be able to identify the need for new technologies and processes when appropriate to improve the abilities and effectiveness of the repairs service. |
| **5.** | **CONTACTS and RELATIONSHIPS**The post holder will be required to establish a network of external contacts that can help and support the council in delivering excellent, locally agreed services to residents.This post requires cross team working. The post holder will be required to work closely with all colleagues within Building Services seeking to apply and adopt best practice. To develop constructive and productive working relationships with local Housing teams, central asset management team, property services and external customers.They will have daily contact with staff for ad hoc guidance and supervision, support as well as 1:1s and team meetings. Dealing with poor performance or behaviour requires good negotiating skills, tact and diplomacy as well as confidence.The post holder will work and liaise with other members of the Building Services team.The post holder will liaise with other colleagues in the directorate; this will include working closely with Planning Officers to ensure that work is planned effectively and Contract Coordinators to ensure that information is available and up to date regarding their area. They will; work closely with colleagues in Housing Services to ensure the repairs service meets the needs of the tenants in the area. This will include working collaboratively with the Housing Management Officers working within the allocated area to ensure an effective service is delivered to customers. They will also work closley with colleagues in other directorates such as finance and Human Resources.The post holder will be required to interact with procurement staff to ensure the efficient and effective procurement and subsequent appointment of contractors and consultants which meets the needs of the business and residents.They will also require frequent contact with external sub-contractors and suppliers; to deliver projects safely, on time, within budget and to agreed targets. This will involve negotiating to ensure an efficient and effective service is provided.The post holder will have daily contact with tenants and residents, dealing with complaints and queries and ensuring the service meets the needs of their customers. Such contacts require a sensitive approach; demonstrating empathy, tact and diplomacy to customers at all times. Many customers will be vulnerable and sensitive situations will need to be dealt with in a professional manner.There will be occasional contact with councillors and MPs, in respect to responding to complaints and queries. They will also have contact with the police with regards to any crimes committed within their area which result in repairs being required. |
|  **6.** | **DECISIONS – discretion and consequences**The post holder will be responsible for all day to day decisions regarding the running of the repairs service within their geographical area. Typical decisions include:* Interpreting the repairs policy to determine level of works required ensuring that customers needs are met and precedents are not set.
* Deciding when it is appropriate to engage sub-contractors and when it is appropriate to use in-house workforce.
* Interpreting Health and Safety legislation and determining if it is safe to proceed with work on a site.
* Making prompt decisions in response to unforseen circumstances on site, understanding potential consequences and taking action to eliminate or mitigate the problem.
* Ensure that project budgets and timescales for work are effectively managed to best achieve required outomes

They will work closely with the Reactive Repairs and Voids Manager to develop the service to ensure that effciencies are maximised with KPIs being achieved and the service offers excellent value for money.Prioritisation of own workload, determining conflicting demands/deadlines and using judgement concerning workload, cost effective, safe, solutions and allocation of funds to meet needs. The post requires an element of estimating and pricing of work; this involves designing the specification for the project and ensuring it is priced **Consequences** – The decisions will have a significant impact on the overall spend on Reactive Repairs; with a current budget of £1m for each area. The decisions taken should improve the quality of life for individuals and reduce future maintenance costs for CYC. This should increase levels of customer satisfaction due to the quality of the housing stock being rented.Day to day Supervision/management of significant health and safety requirements together with workforce and customers’ needs means there is risk of exposing authority to enforcement / prosecution / litigation, in some cases failure to operate with care has lead to individual charges of corporate manslaughter. |
| **7.** | **RESOURCES – financial and equipment***(Not budget, and not including desktop equipment.)* Description Value Responsible for the proper use of the vehicles allocated to employees within the repairs team (approx. £180,000); the van stock contained on these vans (approx. £27,000) and any plant and tool issued to operatives within their team (approx. £9,000).Also responsible for vehicle allocated to themselves and any plant and tool.Responsible for Mobile Elevating Working Platform (approx £20k) and machinery in Joiners Shop (approx. £20k) |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions and work context**Work demandsThe post holder must be able prioritise work demands with a changing demand on the service on a daily basis. Numerous factors can lead to peaks and troughs in demand which need to be managed to ensure that the in-house workforce is effectively utilised at all times and sub-contractor use is minimised. The post holder has significant autonomy in structuring the working day, with high self discipline and time management skills required.Physical demandsThe work will mainly require normal physical effort; however; there will be times where more effort is required; for example, when inspecting on sites requiring scaffold; or working in extreme weather conditions.Working conditionsThe post holder will be equally office and site based. Site conditions could at times be considered unpleasant; with poor standards of cleanliness in properties and vulmerable residents. Working in homes where they have pets can cause problems. Dogs in particular can be dangerous, exposure to fleas and bites. Work takes place year round and so when on site will be exposed to all types of weather conditions.Work contextWorking on site poses considerable risk of injury either from working at heights, falling objects, cuts from sharp objects or exposure to toxic substances and subsequent contamination. There is also a risk of slips, trips and falls. However, this risk is minimised by following correct procedures and wearing protective clothing.Much of the on site work will involve lone working.There is a potential risk posed by used needles being disposed on sites.There is a daily risk of physical or verbal abuse from customers who are upset about an issue associated with the work. Threats may be made over the telephone and face to face during site visits. The post holder will manage conflicts balancing customer expectation with resources available  |
| **9.** | **KNOWLEDGE and SKILLS*** HNC Building qualification or a relevant qualification at Level 3 of the Qualifications and Credit Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent
* Detailed knowledge of working practices, methods and techniques employed in the repair and maintenance of domestic properties; across a wide range of trades.
* Up to date working knowledge of legislative requirements, best practice and innovation in the public housing sector, attending relevant courses, seminars, conferences and meetings to gather information and intelligence.
* Significant experience of managing a housing repairs service.
* Proven awareness and understanding of Health and Safety legislation and management, and a valid Health and Safety qualification such as SMSTS, IOSH or equivalent..
* Valid UK driving licence
* Effective organisational and management skills to support employee development and outstanding service delivery.
* Experience of highly effective communication skills with employees, managers, tenants and stakeholders.
* Effective time management and organisational skills with the ability to work to tight deadlines.
* Evidence of achieving performance targets.
* A confident, independent and effective decision maker.
* Knowledge and practical experience of using IT including mobile technology.
* Proven team leadership skills with the ability to inspire, involve and motivate others.
* Evidence of a customer focused approach to service users.
* Clear and concise written and verbal communication skills.
* Knowledge and experience of working within a Unionised environment.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level C1** - Effective operational proficiency or advanced - Can express him/herself fluently and spontaneously, almost effortlessly. Only a conceptually difficult subject can hinder a natural, smooth flow of language. |
| **10.** | **Position of Job in Organisation Structure**Job reports to: Reactive Repairs & Voids ManagerOther jobs at this level; Voids Team Leader / Customer Support & Planning Team LeaderTHIS JOBJobs reporting up to this one: Multi trade repairs operatives x 9 |