## Job Description

## Repairs Team Leader

RESPONSIBLE TO: Maintenance Manager (Repairs)

TEAM DIRECTLY RESPONSIBLE FOR: 13 Colleagues

BUDGET ACCOUNTABILITY: Circa £1,250,000

#### JOB PURPOSE: To ensure all repairs to properties are provided in an efficient, effective and VFM manner so that PPHT properties are available to let.

#### To ensure the effective management and monitoring of all directly employed Operatives and Contractors which is to be managed both financially and through the performance management framework that any poor performance or poor standards are dealt with efficiently.

#### We are aiming for PPHT to become recognised as a great landlord, and that the In House Maintenance Team deliver the best services in the country. This role will be pivotal to meeting these shared ambitions in regard to our propertiess.

#### ‘WHAT’ – you do!

* To deal with tenants, colleagues, managers, external contractors and suppliers for PPHT to ensure that repairs to properties are effectively delivered to the required targets.
* Deliver daily processes such as raising repairs, diary planning, daily run sheets, task dispatch, appointments management, complaints handling and materials ordering and payments.
* Monitor and report on productivity of the repairs teams through relevant systems.
* Deal with the response to residents’ queries, complaints and compliments - remaining courteous, professional and cooperative at all times.
* Take into account all risk items across the service.
* Manage maintenance of and daily checks for fleet.
* Support in the set up and roll out of new Information Systems to support the delivery of the services for PPHT.
* Take responsibility for the health and safety activities applicable to the post and ensure that relevant Task Specific Risk Assessments are available for tasks such as Work at Height, Electrical, COSHH and Manual Handling.
* To support all roles within the services associated with the use of CRM, Capita, DRS, Open Contractor and Total mobile.
* Management of the Repair Team Operatives and Contractors ensuring the delivery of an excellent service to the tenants of PPHT.
* To refine work processes within the limitations of the software and identify best practice and facilitate implementation.
* To develop reports and procedures in order to facilitate service delivery.
* Participate in business development activity for PPHT.
* Validate data to be used within CRM and associated software.
* To represent PPHT as required to a wide range of external organisations and audiences.
* To initiate and participate in continuous personal development planning activities.
* Provide effective leadership, support and motivation to staff.
* Ensure all staff are recruited, trained, managed appraised and developed in accordance with internal and statutory procedures in an effective and sensitive manner.
* Promote and represent PPHTat all levels throughout the organisation and to external bodies.
* To assist with the investigation and responses to complaints, MP/councillor enquiries, dis-repair and insurance claims

#### ‘HOW’ – you do it!

We deliver the above by displaying the following example Values:

* Treating everyone with respect, being courteous and sincere.
* Helping colleagues to deal with and complete difficult situations so we all do a great job.
* Taking responsibility, making decisions and having a positive attitude and approach to work.
* Meet promises given to customers to deliver high performance.
* Actively listen to customers in order to manage their expectations effectively.
* Put forward ideas where you can see a positive improvement can be made.

***No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.***

## Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
| Transparent with your colleagues and peers |  | |  |
| ESSENTIAL/DESIRABLE | | | ASSESSMENT |
|  | | | |
| Behaviour - HOW | | | |
| Transparent with your colleagues and peers | E | | I/A |
| Restless in your approach to finding better ways | E | | I/A |
| Upfront and honest | E | | I/A |
| Skilled - continually improving | E | | I/A |
| Together – championing a “one team” ethos | E | | I/A |
|  | | | |
| **Qualifications** | | | |
| Professional or management qualification | D | I/C | |
|  | | | |
| Experience - WHAT | | | |
| Experience of managing Direct Labour Teams | E | | I |
| Significant knowledge of Health & Safety legislation | E | | I/A |
| Problem solving & making sound decisions whilst using good judgment | D | | I |
| Experience of Social Housing landscape and current challenges | D | | I |
| Effectively managing Customer expectations | E | | I/A/S |
| Stakeholder/Contractor Management | D | | I |
| Extensive knowledge of Capita, Total mobile & DRS technologies | D | | I |
| Having COURAGE to use (good) judgement, take calculated risks, stand up for what you believe is right and do the right thing by the business. | E | | I |
| Full Driving License | E | | A/C |
| Ability to work on own initiative. | E | | I |
| I.T. Skills. | E | | I/A |

**METHOD OF ASSESSMENT**

A Application form

I Interview

S Skills Test

C Production of Certificates