

Job Profile Information: Repairs & Operations Supervisor

This supplementary information for Repairs & Operations Supervisor is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 2. Camden Way Category 4.

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

Reporting directly to the Repairs & Operations Team Leader, the post holder will be a senior supervisor with good surveying capabilities who can prove that they have excellent technical knowledge and inter-personal skills including the ability to work both independently and collaboratively, whilst ensuring the responsive repairs are delivered to a high standard of quality. Performance is continually managed, compliance and quality assurance are monitored and controlled. Ensure H&S procedures and policies are followed by the trade staff whilst delivering the repair service.

Example outcomes or objectives that this role will deliver:

- To be responsible for the management and development of operational trade staff delivering customer focused works in line with business objectives and ensuring effective performance management of the in-house delivery teams.
- To undertake inspections on building repairs/defects related to the building fabric, mechanical, plumbing and electrical repairs to the homes of tenants and residents including collection of information, measurements and tests. Specify, manage and control works and ensure solutions are provided in the form of clear and precise reports.
- Survey potential complaint work to find resolution. Provide accurate reports for case management, reporting on repairs and ensure solutions are provided.
- Conduct pre, during and post inspections of properties ensuring quality from trade staff, issuing remedial snag lists where required and manage delivery within agreed timescales and standards.
- Carry out inspections/surveys of repair instances that have been escalated from the trade staff or planners, producing scope of works to resolve the repair or refer to complex or major works where necessary.
- Provide support and guidance to housing management teams when technically challenging situations occur
- Daily monitor and update all IT work flow systems to ensure previous trades staff work updates are captured and recorded at the earliest opportunity. Checking trades staff have followed the No Access and Follow on Procedures. Identify works to be moved up in priority when required.

- Work closely with the planning team leaders to identify procedural discrepancies of PDA usage.
- Work closely with the repairs teams to coordinate work associated with the properties and recall works to minimise duplication of resource.
- Discharge the Division's responsibilities under the Camden Safety Risk Management Model and manage all aspects of health and safety and compliance at all times.
- Authorise payments and expenditure in accordance with delegated authority

People Management Responsibilities:

- Line management of a team of trade staff.
- Champions quality and customer satisfaction.
- To establish, maintain and develop effective working relationships with the trade staff, stakeholders, external agencies, specialist suppliers and all other relevant groups/companies.
- Balance tasks, along with team and individual responsibilities in a way that increases the efficiency, professionalism and value to the Council in all aspects of service delivery.
- Actively contribute to the development of relationships with key stakeholders and ensure close partnership working to obtain the best value for money and most efficient ways of working in support of the Council's housing objectives. .
- Work in partnership with other repairs management teams to deliver an efficient repairs service borough wide.

Work Environment:

- Repairs delivery is a high volume, fast moving environment and can involve high pressure on a regular basis. Flexibility, adaptability and the need to make decisions quickly is vital as priorities frequently change and information is updated in real time. You will be expected to visit properties on a frequent basis either pre, during or post completion.
- Our service to our residents operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. You will be required to work flexibly to manage and support service delivery between these hours, this may include changes to working times / patterns in order to deliver an effective service.
- Provide on call service for a 7day period on an advanced rota.

Technical Knowledge and Experience:

- NVQ Level 2 or equivalent in a building trade.
- Excellent technical knowledge and inter-personal skills including the ability to work both independently and collaboratively
- Extensive experience supervising reactive repairs/void service for social housing.
- Extensive experience supervising a direct delivery workforce.
- Experience of working in a high volume maintenance/void environment.
- Experience of providing clear and precise technical reports for use outside of the department.
- Up to date understanding of health and safety responsibilities of a maintenance service, preferable IOSH Managing Safely.
- An understanding of employment law, policies and systems such as H&S, QA systems.
- Good planning and organisational skills.
- Good IT skills and the use of Excel and MS Office are essential.
- Have full UK Driving License

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](#)

Structure Chart

