**Job Profile Information: Repairs Team Supervisor**

**This supplementary information for Repairs Team Supervisor is for guidance and must be used in conjunction with the Job Capsule for**

**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:**

To ensure day to day repairs, works to void properties and planned works are delivered to a high standard of quality and customer care, with time and cost managed and compliance monitored and controlled.

To manage a team of people including trade staff delivering high volume responsive repair works end to end from inception to completion across a designated geographical or service area. Co-ordinate and manage repair orders from start to finish for the customer to a high standard of quality and satisfaction. Provide technical expertise, problem solving and guidance ensuring effective repair solutions are provided right first time.

**Example outcomes or objectives that this role will deliver:**

* Manage a team of people including multi-skilled trade staff delivering customer focused repair works in line with right first time business objectives.
* Robustly manage performance & productivity of both in house delivery teams and external contractors within available budgets in a right first time environment demonstrating efficiency and value for money.
* Hands on responsibility for ensuring the team operates Right First Time end-to-end processes effectively, in particular the planning, scheduling and completion of repair orders. Effective management of the repairs workload for designated area ensuring the best use of available resources.
* Ensure systems and records are accurate and kept up to date in a timely manner to support of the delivery of repairs and robust data collection. This will involve regular use of the Council’s IT systems.
* Carry out quality assurance checks and inspections to establish cost, time taken and quality objectives are met including compliance with required standards and right first time principles.
* Ensure the discharge of the Division’s responsibilities under the Camden Safety Risk Management Model.
* Authorise payments and expenditure necessary for the efficient running of the service in accordance with delegated authority ensuring the best value for money is achieved.
* Organise resources, co-ordinate and oversee the completion of emergency repairs including out of normal working hours.
* Contribute to the development of the Asset Management strategy by ensuring the collection of accurate data and information. Applying local knowledge to identify repair trends and recommend actions or approaches to support improved asset management within the housing stock.
* All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties.

**People Management Responsibilities:**

* Responsible for the effective use and deployment of resources (people, materials, transport, plant & equipment) in the completion of repairs to meet service priorities, standards and timescales.
* Ensure repair works comply with all relevant legislative and regulatory requirements and standards and industry best practice.
* Utilise measures to optimise delivery of repairs to customers, raise standards and monitor performance and productivity.

**Relationships:**

**Communications and working relationships**

* Actively support and contribute to the leadership of the Housing Repairs and Improvement Division, helping to deliver overall aims, objectives and plans. Demonstrate and champion the Camden Ways of Working, ensuring that staff behaviours and attitudes are aligned to them.
* Motivate and develop team members, ensuring their commitment and potential is realised.
* Ensure that customer feedback and business intelligence is used to improve performance and integrate delivery with service users’ expectations.
* Build a strong ‘customer focus’ within the team including how it involves, engages with, listens and responds to its tenants and clients and that overall customer satisfaction with Housing Repairs and Improvement services are high.

**Innovation (decision making and creativity)**

* Actively work with other repairs teams to deliver a consistent service and achieve the most efficient use of resources to meet service demands and priorities across the borough.
* Deliver proactive risk based inspection processes and ensure prompt diagnosis and completion of repairs including liaison with other internal or external agencies and stakeholders.

**Work Environment:**

* Responsive repairs are 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. The post holder is expected to visit properties on a frequent basis either pre, during or post completion.
* The service to customers operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. The post holder is 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.
* The Council operates an emergency out of hours’ repairs service and the post holder is required to be “on call” as part of a rota with other team members. In case of a Council wide emergency the post holder will be required to support other service areas as part of the Council’s response to the situation.

**Technical Knowledge and Experience:**

**QUALIFICATIONS**

Relevant professional qualification or qualified by experience in a trade or supervisory discipline

**KNOWLEDGE**

* Knowledge and understanding of building defects and the diagnosis / specification of remedial works.
* Knowledge of effective repair and maintenance techniques
* Knowledge and understanding of sustainability, building & planning regulations, design standards and guidance
* Knowledge and understanding of the sequencing of building maintenance work
* Thorough knowledge and understanding of health and safety responsibilities in relation to construction and maintenance activities
* Understanding of appropriate legislation including the Housing Acts, Leasehold regulations etc.

**SKILLS**

* Good people management and leadership skills
* Well developed verbal and written communication skills
* Ability to manage own time and prioritise others to deliver to defined objectives within agreed timescales
* Ability to effectively co-ordinate resources to manage conflicting demands and priorities
* Effective IT skills e.g. Microsoft Office

**EXPERIENCE**

* Experience of delivering high quality repairs on time in a high volume maintenance environment with constantly changing demands
* Experience of managing performance and productivity, particularly manual trade staff
* Experience of managing and motivating a team, maximising individual and team potential
* Experience of liaison with residents and communities in relation to repairs activities
* Track record of improving customer care and performance

**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:

<https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>

**Chart Structure**