**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**

**Job Level 3 Zone 2. Camden Way Category 3.**

**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 repairs (responsive, planned or voids) are delivered to a high standard of quality, that time and cost is managed, compliance is monitored and controlled.

The management of a team of trade staff delivering high volume responsive repair works end to end from inception to completion across a designated geographical or service area. Complete repairs from start to finish to a high standard of quality and customer satisfaction. Provide technical expertise, problem solving and advice on repairs and ensure solutions are provided right first time.

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

**Service Delivery**

* Manage a team of trade staff delivering customer focused works in line with business objectives and ensuring effective management of performance of both in house delivery teams and external contractors within agreed budgets and service standards.
* Manage performance, productivity and value for money in a right first time environment.
* Ensure systems and records are accurate and kept up to date in a timely manner in support of the delivery of repairs including through the regular use of the Council’s IT systems.
* Carry out quality assurance checks and inspections to establish cost, time taken and compliance with all 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 in accordance with delegated authority.

**Service Development**

* Play an active part in the regular review of measures to achieve continuous improvement and action changes to processes, practices, and systems to add value, remove waste and create and maintain a right first time environment.
* Support the Repairs Manager in embedding service standards and approaches to delivery that will achieve the Council’s sustainability aims and targets.
* 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.

**Providing Leadership**

* Model Camden’s values and the Right First Time Principles by embedding and making clear the teams contribution to corporate aims and balancing task, team and individual responsibilities in a way that increases the efficiency, professionalism and value to the Council in all aspects of service delivery.

**Managing Relationships**

* 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.

**Managing Resources**

* Manage and maximise available resources within a repairs environment. Review business priorities to ensure allocated resources are used efficiently, productively and flexibly.

**KEY DECISIONS**

* Manage and co-ordinate the efficient delivery of repair works for a designated geographical or service area. Manage and co-ordinate allocated resources to meet service priorities, standards and timescales.
* Ensure repair works comply with all relevant legislative and regulatory requirements and standards and industry best practice.
* Monitor the quality and performance of repairs to customers and take proactive remedial action where necessary.
* Utilise measures to optimise delivery of repairs to customers, raise standards and monitor performance and productivity.
* Hands on responsibility for ensuring the geographical team operates the Right First Time end-to-end processes effectively, in particular the planning, scheduling and completion of work.

**KEY CHALLENGES**

* 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 utility companies and other internal or external agencies and stakeholders.
* Ensure a strong customer focus to achieve high levels of service delivery and overall satisfaction, understanding customers’ aspirations and using customer feedback to raise performance standards.
* Manage and monitor performance and productivity in a high volume repairs and right first time environment in order to demonstrate and achieve efficiency and value for money.

**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 is used to improve performance and integrate delivery with service users’ expectations, and that business intelligence underpins the business strategy.
* 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.

**Work Environment:**

* The responsive repairs environment is high volume, fast moving and can be high pressure on a regular basis. Flexibility and adaptability is vital as priorities 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 and the post holder is required to work flexibly to support service delivery between these hours including changes to working times & work patterns.
* The Council operates an emergency out of hours’ repairs service and the post holder will be required to be “on call” as part of a rota with other Repairs Supervisors. In case of a Council wide emergency staff may be required to support other service areas as part of the Council’s response.

**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 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**