**Job Profile Information: Planned & Complex Works Supervisor**

**This supplementary information for Planned & Complex Works Supervisor is for guidance and must be used in conjunction with the Job Capsule for Job Level 4 Zone 1.**

**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 to the Complex & Disrepair Works Manager, you will be part of a team to ensure that the Council’s planned repairs, complex repairs, and disrepair work to its housing stock are delivered to the highest standards of quality, customer satisfaction, health and safety through a thorough end to end inspection regime. Ensure the delivery of pre-agreed scope of works with subcontractors or direct delivery trades to achieve delivery within the agreed timescales. Line manage a team of trade staff, ensuring constant productivity to maintain customer satisfaction.

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

* Supervise a team of trade staff delivering customer focused works in line with business objectives.
* Manage the performance of trade staff and subcontractors.
* Ensure works are completed to high standards that are detailed in Disrepairs instructions/Reports
* Provide advice and solutions on complex repairs or for the casework and complaints teams.
* Undertake inspections on building defects 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.
* Pre, during and post inspections of properties ensuring quality from trade staff, issuing remedial snag lists where required and delivery within agreed timescales and standards.
* Carry out inspections/surveys of repair instances that need to be referred to major works.
* Update all IT work flow systems to ensure work updates are captured and recorded at the earliest opportunity.
* 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.

**People Management Responsibilities:**

* Line manage a team of tradespersons
* Delivery through subcontractors
* Point of escalation for and liaison with administration teams.

**Relationships:**

* Provide support and guidance to housing management teams when complex, disrepair and challenging situations occur.
* Work in partnership with other repairs management teams to deliver an efficient repairs service borough wide.
* Administrative Support Staff
* Members, Leaseholders and Tenants

**Work Environment:**

* Repairs 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.
* Have full UK Driving License

**Technical Knowledge and Experience:**

* NVQ or equivalent in a building trade.
* Knowledge of: The Landlord and Tenant Act 1985 / Defective premises Act 1972
* Extensive experience supervising repairs/disrepair service for social housing.
* Extensive experience supervising a direct delivery workforce
* Experience of working in a high volume maintenance/repair 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

**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](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1)

**Chart Structure**

