

Job Profile Information: Voids Technical Supervisor

This supplementary information for *Voids Technical Supervisor* is for guidance 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 Voids Operations Manager (Dotted line to Electrical Compliance manager). The post holder will be responsible for supervising and ensuring the timeliness and quality of all Electrical works undertaken by either directly employed trade staff, agency or specialist sub-contractors and for arranging access. Ensure all installations are IAW BS7671

Example outcomes or objectives that this role will deliver:

- Provide effective and efficient supervision of the Voids (Electrical) direct labour work force and partnering subcontractors across designated geographical districts.
- NICEIC qualified supervisor
- To ensure that all certificates are maintained in due date and copies of completed certificates are held for audit and inspection.
- Ensure that all work streams falling under your responsibility achieve or exceed the agreed service level agreements, minimum standards and supply chain basket rates.
- Pre & Post inspections of electrical installations within the void properties ensuring quality, issuing remedial snag lists where required and delivery within agreed timescales and standards.
- 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 void 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 management of a team of voids Electrical trade staff

Relationships;

- Provide support and guidance to housing management teams when technically challenging situations occur.
- Supervisory Team
- Trades Staff
- Back Office Staff
- New Tenants

Work Environment:

- Voids 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.

Technical Knowledge and Experience:

- City & Guilds - Level 3 qualification - NVQ diploma in Electrotechnical services or equivalent
- City & Guilds - Level 3 qualification - NVQ diploma in Installing Electrotechnical systems and equipment or equivalent
- City & Guilds - AM2 (Achievement measured test) qualification
- City & Guilds - Combined 2391-52 initial and periodic inspection & testing qualifications or equivalent
- City & Guilds - Level 3 Certificate in the requirements for electrical installations BS7671 preferably 18th edition 2382-18 otherwise 17th edition 2382-15 with amendment 3.
- Certificates of attendance in Health & Safety training relevant to the role
- The post requires a clean and valid driving licence.
- Experience supervising reactive repairs/void service for social housing.
- Experience supervising a direct delivery workforce
- Experience of working in a high volume maintenance environment.
- Up to date understanding of health and safety responsibilities of a maintenance service, preferable IOSH Managing Safely.

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

Chart Structure

