

Northumberland County Council
JOB DESCRIPTION

Post Title: Team Leader - Repairs and Maintenance		Director/Service/Sector: Housing Services, / Repairs and Maintenance		Office Use	
Band: Band 8		Workplace: Civic Centre		JD Ref: 4135	
Responsible to: Housing Maintenance Manager		Date: April 2022		Manager Level	
<p>Job Purpose: Manage the operational delivery of a quality repairs and maintenance service to the tenants of the Council using a multiple trades workforce of 20 operatives, including health and safety inspections and audits quality control inspections of work carried out by your team Take part in any disciplinary issues in the interests of the Council and its stakeholders Take responsibility for the financial performance of your team and the area of your responsibility Work alongside other members of the Housing Maintenance Service to achieve excellence in service delivery Manage and administer the Council's procedures use the Council's I.T. systems to allow for the raising of works orders and the management of the operatives under your control Support the Housing Maintenance manager to deliver an out of hours callout service Work with the Council's approved contractors to ensure they deliver quality and value for money for all works carried out Provide holiday and sickness absence cover for colleagues within the repairs and maintenance service</p>					
Resources	Staff	Manage a multi-trade workforce of geographically dispersed staff and external contractors to deliver a quality responsive and planned service to the 8,500 properties managed by the County Council's Housing Service. Delivering training, 1-2-1's, appraisal and Tool box Talks to skilled trades.			
	Financial	Some responsibility for allocated service budgets up to £500k, monitoring significant expenditure/income, raising orders or processing invoices in respect of the operational services. Overall, the Service Budget in R&M is approx. £5-6m per annum.			
	Physical	Shared responsibility for the safe keeping of valuable and confidential documents e.g. contract documents, tender submissions ensure that the operatives receive the relevant training and are updated to allow them to deliver a first-class maintenance service this will include supporting onsite teams by attendance. Abide by all information governance and related requirements. Management and allocation of Plant, tools and equipment and ensuring it is maintained in good working order and that it complies with H&S requirements.			
	Clients	Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Assist with the development and implementation of policies, procedures and services. Tenants, MP's, Local elected members and internal and external partners.			
<p>Duties and key result areas:</p> <ol style="list-style-type: none"> 1. Manage the work of a large team of operational frontline staff to ensure efficient and effective Repairs services are provided to the required standards. 2. Plan, schedule and allocate work to achieve set quality and performance standards ensuring that all staff fully understand their role. 3. Ensure the correct logistics for plant and staff when planning the annual schedule of work. 4. Conduct risk assessments and ensure that they are understood and rigorously followed to ensure healthy and safe working practices. 5. Assist to identify staff development needs, conduct appraisals, arrange training and act as coach and mentor as appropriate. 6. Deliver specific services taking responsibility for allocated customer groups, activities or transactions as assigned by senior staff from time to time. 7. Assist to develop policy, procedures, deliver strategies, promotion and funding initiatives to bring the service's business plans and objectives into effect. 8. Undertake investigations, assignments, site and client assessments under the direction of senior members of staff and in accordance with service standards. 9. Ownership and leadership on specific projects and property repairs that require significant structural works and are managed within strict deadlines – liaising customers and Housing Management colleagues where decants are required. Instructing surveys, interpreting recommendations on technical and structural reports and project managing works to completion. 10. Contribute to the maintenance of effective management and communication systems within the service in conjunction with senior colleagues. 11. Maintain appropriate legal documentation and work records to the required service standards, observing data protection, privacy and confidentiality rules and procedures. 12. Produce management reports and information based upon operational or research data to inform and assist the business planning process. 13. Process payments, order goods and services, receive goods and process invoices for payment in accordance with financial procedures and regulations. 14. Monitor relevant budget headings to ensure effective spend against established targets and compliance with financial regulations. 					

15. To act in any role allocated in the Council Emergency and Business Continuity Plan when required.
16. Assist to consult and negotiate with clients, market services and promote good customer relationships.
17. Liaise and arbitrate with tenants, elected members, clients, sub- contractors, support services and Directorates of the County Council
18. Represent the interests of Housing Services and the County Council at public meetings, district or parish council meetings, public enquiries etc.
19. Manage and coordinate external utility suppliers in support of the operational delivery of the repairs service
20. Undertake annual performance appraisals of reports
21. Pro-actively manage a positive health and safety culture in both internal and external staff including delivering toolbox talks relevant to the service demands and lead by example in matters of health and safety
22. Carry out inspections of vehicles and plant in your area of control to ensure compliance with the requirements of the Councils fleet and health and safety policies
23. Manage external contractors delivering an annual spend of up to £500k in planned and cyclical workstreams including administering the formal tendering and contractor claims process in line with the Council's financial regulations and policies making sure that best value and budget monitoring are closely monitored
24. Assist the management team to develop new initiatives including reviewing existing policies and procedures and contributing to broader development and growth of the repairs and maintenance service and the council as a whole
25. Contribute to the development and maintenance of quality, environmental and health and safety systems. Embrace the concepts of customer care and liP in all actions
26. Support housing management staff in their service delivery to the tenants and other stakeholders by attending meetings and joint visits to sites
27. Support the provision of out of hours and emergency call out rotas in agreement with the Housing Maintenance Manager

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Travel to work sites, area offices or training venues throughout the County on a routine basis and further afield on occasion.
Working patterns:	Normal working week, Monday to Friday, with early mornings, occasional evening, weekend, emergency call out work and Bank Holiday working
Working conditions:	Standby or call out arrangements may apply. Significant exposure to difficult situations involving customer complaints and disputes.

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PERSON SPECIFICATION

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Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>A good standard of education to NVQ Level 4 or equivalent In depth working knowledge of the main operational, procedural and practical issues relating to a repairs and maintenance service delivery team An understanding of the key health and safety issues relating to the service. In-depth working knowledge of professional theory, practice and procedures. Knowledge of current international laws, regulations, policies, procedures, trends, and developments. Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessment. Demonstrates an awareness and commitment to proactive customer care and services. Evidence of ongoing personal development.</p>	<p>A relevant management qualification or Degree A relevant construction trade qualification. An smsts or ssts safety management certificate UKATA asbestos awareness certificate</p>	(a), (i) & (r)
Experience		
<p>Experience in applying a range of relevant supervisory methods, tools and techniques. Experience in working collaboratively with service users. Experience in engaging effectively with others and building productive partnerships. Experience of implementing and monitoring safe systems of work to comply with Health and Safety policies. Experience of managing finance and staffing resources to deliver services within agreed budgets.</p>	<p>Experience in using Microsoft Office applications. Understanding of client/contractor relationships Operational Risk Management Experience in conducting staff appraisals. Experience in a particular relevant specialist area. Supervising staff and their productivity.</p>	(a), (i) & (r)
Skills and competencies		
<p>Effective IT skills and able to use ITC to achieve work objectives. Ability to prepare concise and accurate risk assessments. Ability to plan annual work schedules for multiple teams and have the ability to vary these at short notice Prepares written, verbal and other media that are rational, convincing and coherent. Effectively expresses own views using appropriate means depending upon the audience. Numerate and able to prepare business related statistics. Applies a methodical approach to problem solving. Excellent negotiation skills and the ability to persuade others to an alternative point of view. Excellent communication skills, both written and verbal with experience of report writing. Remains calm and logical in stressful and difficult situations. A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Dependable, reliable and keeps good time.</p>	<p>Skilled in the use of Microsoft Office.and Google applications Committed to continuous professional development Committed to continuous service improvement Strong interpersonal skills with the ability to build excellent working relationships</p>	(a), (i) & (r)

<p>Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated. Able to apply own initiative to overcome day-to-day operational problems. Able to work independently and to take initiative</p> <p>Ability to prioritise work under pressure and produce effective results on time and within targets</p> <p>Succession planning and development of others within a team –sourcing external training and managing apprentices.</p>		
Physical, mental and emotional demands		
<p>Normally works from a seated position but with regular need to walk, bend or carry items. Need to maintain general awareness with ongoing periods of enhanced concentration. Extensive contact with public/clients in dispute with the County Council including regular exposure to challenging behaviours, verbal aggression and conflict resolution. Ability to deal with situations and information which may place significant emotional demands on the postholder. Frequent exposure to working outdoors</p>		(a), (i) & (r)
Other		
<p>Able to meet the transport requirements of the post. Able to work outside of normal office hours including weekends, evenings and early mornings. Takes ownership and responsibility of complex cases and provides solutions. Liaison with support agencies and advocates of vulnerable customers with complex needs. Works with little direct supervision.</p>		(a) & (i)

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits