

Northumberland County Council
JOB DESCRIPTION

Post Title: Warmer Homes Team Leader		Director/Service/Sector: Warmer Homes, climate Change		Office Use JE ref: 4303 HRMS ref:
Band: Band 7		Workplace: County Hall Morpeth .		
Responsible to: Warmer Homes Programme Manager		Date: March 2023	Manager Level:	
Job Purpose: Manage a team responsible for processing warmer homes applications, co-ordinating appointments for home visits and liaising with contractors and delivery partners for residents who have applied to Northumberland County Council's warmer homes service. Work alongside other members of the Warmer homes team 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 retrofit works and the management of the processing team under your control. Support the Warmer Homes programme manager and work with the in house retrofit team to deliver a domestic retrofit and energy advice 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 warmer homes processing team service. Liaise with the Contact Centre to provide a seamless service for customers seeking to access grants for retrofit and energy efficiency measures for their homes, report issues and deal with complaints regarding the application process. The purpose of the warmer Homes scheme is to ensure that Northumbrian residents, including those who may have low incomes, are fuel poor, have disabilities, poor health or are vulnerable in other ways and/or those who live in properties that have poor energy performance ratings or are hard to heat are assisted to access domestic retrofit solutions to improve energy efficiency, make homes warmer and lower their carbon use to contribute to the Council's net zero target.				
Resources	Staff	Processing Team staff, including line management, conducting appraisals, 1:1's, sickness reviews, back to work meetings and conducting staff risk assessments. Support any Disciplinary Hearings as and when required.		
	Finance	Manage, monitor and oversee a team raising purchase orders for external contractors and materials, overseeing the booking in of purchase orders and checking payments are the correct amounts as quoted and works are completed in specific timescales, so funds are released accordingly. Manage and monitor applications for domestic energy efficiency measures, delivering a quality responsive service to Northumbrian residents and landlords. Monitoring expenditure/income, raising orders or processing invoices in respect of the operational services. Some responsibility for allocated service budgets.,		
	Physical	Use of PC and office equipment. Occasional site visits, inspecting and monitoring relevant works completed are of a good standard where measures have been installed. by internal and external trade staff. Responsibility for the safe keeping of valuable and confidential documents. Abide by all information governance and related requirements. Responsible for office equipment and tools necessary for staff to continue in their role without impact to the service or service user.		
	Clients	Extensive contact with customers, both internal and external, and members of the public. Members, Departmental Managers, and trade staff. Relevant health authorities, adult, and children's services. Shared responsibility for the general wellbeing and safety of those who use the service and the public. Assist with the development and implementation of policies, procedures, and services.		
Duties and key result areas: <div><div></div><div>1. Responsible for ensuring that the IT and database Systems are used to co-ordinate and schedule all jobs to suitable operatives or contractors, paying attention to due dates, geographical location, and operatives' technical capabilities.</div><div>2. Regularly review and manage individual & team performance and effectiveness of the scheduling system. Training staff within the Processing team on the use of systems when raising jobs.</div><div>3. Liaising with the relevant IT teams regarding in house IT systems identifying issues to help streamline the day-to-day workings in Warmer Homes service.</div><div>4. Support service development and liaise with external and internal partners stakeholders to improve service delivery.</div><div>5. Manage a team and IT booking system for appointed works ensuring, where possible, all operatives have a full schedule of work each day.</div></div>				

6. Ensure that all jobs are allocated in accordance with the relevant procedures and guidance for dealing with the work being scheduled. Pay particular attention to emergency and urgent jobs to ensure they are completed without delay according to the relevant priorities.
7. Monitor follow on measures requested by delivery partners analysing data for specific trends in productivity.
8. Liaise closely with colleagues in the Customer Services Centre Work and ensure all surveys and information is in place and available for all jobs before an application is moved to the service order stage.
9. Deal with telephone queries and formal complaints promptly in line with the complaints procedure, and in a professional manner resolving non-routine or contentious issues.
10. Analyse asbestos reports ensuring the right information is relayed to the operative on specific areas of work to be carried out, requesting any asbestos tests if none are available ensuring health and safety is top priority.
11. Monitor goods have been received and/or contractor works carried out before payment is released.
12. Monitor the costs of works/materials identifying any errors and liaising with suppliers.
13. Occasional requirement to support Out of hours duty manager (Sickness, Holidays, inclement weather)
14. Be aware of service KPI's and manage a team successfully to achieve positive KPI (Key Performance Indicator) results identifying any potential risks or downturn in productivity.
15. Regularly provide advice on established policies and procedures within the department.
16. Act as an ambassador for Northumberland County Council always, promoting its role and achievements, internally and externally.
17. Contribute to the development of related policies, procedures, and initiatives. Contributing to broader development and growth of the repairs and maintenance service and the council.
18. Be responsible for the security of Company assets relevant to the post.
19. Provide motivational leadership and support to the team, ensuring clarity of direction, effective communication and development of personal potential including appraisals and training plans.
20. Ensure that all communications relevant to your service are up to date and accurate and continually review their effectiveness.
21. Ensure compliance with organisational requirements for Data Protection, risk management, Safeguarding, Health & Safety and other legal and statutory requirements along with best practice and general duty of care.
22. In all aspects of the organisations work, promote effective communications, excellence in customer service, personal accountability, and a focus on continuous improvement.
23. Carry out any other duties that are commensurate with the general level of responsibility of the post.
24. Support the provision of any rotas in agreement with the Warmer Homes programme 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:	Have access to transport to travel to work sites, area offices, meetings or other venues throughout the County and region where required Casual car user allowance
Working patterns:	37 hours per week Ensure that the team have a service (Monday – Friday within office hours. May need to cover events for out of hours weekends and evenings. A combination of office, site works and exposure to monitoring works outside. Flexible working hours available.
Working conditions:	A combination of office working and frequent site-based works including exposure to hazardous, disagreeable, and unpleasant people related behaviours when attending sites.

Northumberland County Council
PERSON SPECIFICATION

Post Title: Warmer Homes Team Leader		Director/Service/Sector: Local services – Housing – Repairs and Maintenance		Ref: 4303
Essential		Desirable		Assess by
Qualifications and Knowledge				
Excellent understanding of administration needs in a customer service environment. Excellent and demonstrable knowledge of repairs processes, procedures, and policies within a housing environment. Understanding of demand, capacity and resource planning in a customer service or repairs and maintenance environment. Awareness of work order systems, schedule of rates invoicing processes. Demonstrate a good knowledge and understanding of ICT (Information and Computer Technology) (Information and Computer Technology) systems and tools. Demonstrable understanding of health and safety legislation and its application in the workplace. Educated to NVQ Level 3 or recognised equivalent. In depth working knowledge of the main operational, procedural and practical issues Maths and English grade C GCSE or above		Relevant qualification in management and managing people minimum of ILM 3 or NVQ equivalent. Recognised qualification minimum NVQ level 3 in Customer Services or Business Administration. Qualification in energy advice or domestic retrofit Demonstrable knowledge or qualification regarding asbestos reports. Experience of working in a construction or repairs environment		(a) (l)
Experience				
Sound knowledge and experience of communicating and engaging with customers to relay and receive information. Developing and maintaining relationships. Working in a multidisciplinary team. Working in a customer service, finance, housing or repairs and maintenance environment. Working with contractors, consultants, and other agencies.				(a) (l)
Skills and competencies				
Ability to communicate effectively both orally and in writing, including adapting communication skills to suit the audience. Excellent written communication skills especially with regard to responding to complaints Occasional requirement to look at complex complaints and provide reports to senior management. Ability to work on own initiative and as part of a team. Ability to determine own priorities and plan. Ability to work well under pressure in order to meet deadlines. Ability to embrace change and advocate change. Show initiative and demonstrate a willingness to accept responsibility. Computer literate.				(a) (l)

<p>Take responsibility for continuously developing and supporting your own knowledge/skills/training needs and the continuous training needs of other staff within the department adapting training needs to suit the audience.</p> <p>Ability to identify and respond to customer requirements. High standard of interpersonal skills essential in dealing with customers' needs and requirements and using initiative to fast track repairs situations due to mental, physical, or vulnerable demands of the customer. The ability to display self confidence in managing self, staff, the work, and its impacts on others.</p> <p>Flexible approach to work and the ability to work across functions.</p> <p>Demonstrate good planning and organisational skills relating to administration.</p> <p>Skilled in general administration duties.</p> <p>Demonstrates exceptional planning and organisational skills relating to demand, capacity and resource allocation.</p> <p>Precision and speed required in keyboard skills essential to eliminate financial overspends and accurate information and data input regarding decisions necessary for operatives to attend emergency and non-emergency repairs to eliminate potential health and safety issues for both staff and the service user.</p>		
Physical, mental, emotional, and environmental demands		
<p>A combination of office working from a seated position and home visits standing, walking, stretching, or lifting necessary equipment. Contact with hazardous, disagreeable, unpleasant, and uncomfortable working conditions environmentally when conducting site visits.</p> <p>Dealing daily with unhappy, confrontational, challenging, or disgruntled clients and members of the public.</p> <p>Mental attention essential with regular pressure from interruptions from staff and phone-calls. Conflicting demands in a fast-paced reactive and responsive department.</p> <p>Able to use own initiative, self-motivated, organisational skills, and multi-tasking making speedy decisions in producing positive outcomes for both the Company and the service user with minimal managerial direction and interruption to the service.</p> <p>Prolonged and lengthy periods of concentration interpreting analytical performance data identifying issues and Developing strategies to overcome issues responsible for making own decisions with minimal managerial direction.</p> <p>Exposure to regular emotional demands when dealing with the public due to disabilities, age, vulnerable person's situations or living conditions highlighting to the relevant agencies for intervention.</p>		(a) (l)
Motivation		
<p>Be able to motivate staff to adapt in a fast paced, reactive and dynamic working environment, leading the team by example.</p>		(a) (l)
Other		
<p>Dependable, reliable, and excellent time keeping essential.</p> <p>High standards of honesty, integrity, openness, and respect for others.</p>		(r)

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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