

ROLE DESCRIPTION

Role title	Responsive Repairs Supervisor		
Directorate	Community		
Reporting to	Responsive Repairs Manager		
Grade	11		
Evaluation ref	SCG1441	Job Family Ref	
Role purpose			
To lead a trade team within the Housing Maintenance Service to deliver repairs to tenanted and empty void properties.			
Manage trade team(s) to ensure maximum efficiency and productivity to complete repairs right first time, negating the need for any follow up visits.			
This section is for Workforce Reward Completion			
Key results area	Accountability		
Corporate Responsibilities	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		
Operational Service Delivery	Responsible for managing trade teams in one or more areas: carpentry, plumbing, building, and roofing. There will be a requirement to flex across different trades and support other supervisors. Implement appropriate quality systems, including post inspections of work undertaken, to ensure standards are met. Carry out toolbox talks and other internal training. Undertake complex trade work / project planning within area of expertise such as co-ordinating multiple trades and or contractors to project manage larger works whilst adhering to H&S regulations. Deputise for the Responsive Repairs Manager on items relating to their area of expertise. Attend internal and external meetings, including public groups.		

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	Assist on internal/external audits and procurement activities. Respond to complaints, ensuring investigations are carried out in line with policies and procedures. This will include liaising with tenants to gather information to reach satisfactory conclusions. Provide property related guidance and awareness to the team. Maintain accurate records for all programmes and ensure reporting systems are in place.
Strategic Delivery / Implementation /Coordination	Ensure that repairs are carried out to a consistent standard and that materials used are consistent with materials and products used within repairs and planned maintenance. Support Responsive Repairs Manager to implement new systems and processes to support a good quality repairs service with accurate record keeping of all visits and repairs undertaken, thus supporting the collection of stock data to inform planned maintenance programmes. The role is key in ensuring repairs and work is carried out by the team(s) in line with current Legislation, Government Policy, Regulatory Requirements, approved Codes of Practice, and guidance, and align with the Council's Corporate Plan, Business Plans and Service Plans. Failure to do so could result in injury or death to tenants, colleagues, or the public.
Performance Framework	Assist in setting clear standards and performance targets to individuals and trade teams, monitor and report on progress. Assist in identifying improvements to processes and systems to ensure the effective and efficient provision of the service to meet customer need. Use information technology and digital transformation to deliver an effective, efficient, responsive, and e-enabled service.
Project/Contract Management	Provide support on contracts or project work that may relate to the specific trade area/s.
Financial / Budget responsibility	Have commercial awareness when costing jobs ensuring that repairs are carried in line with landlord responsibilities and the council's standard out to the council's standard, using prescribed materials to ensure consistency and low-cost maintenance. Obtain quotes from contractors in line with procurement guidelines, demonstrating quality and value for money.

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Stakeholder Engagement	Liaise with Housing Complaints team, business support, repairs and void supervisors, trade teams, schedulers, and external contractors. Engage with residents in relation to their team's projects and assist in continually improving resident satisfaction with service delivery.
Team Management	Provide management within their team which delivers a Responsive Repairs Programme service that is customer focused, delivers value for money and maintains properties to an appropriate standard. Manage external contractors for all workstreams allocated to their team. Actively participate in both corporate and post specific learning and development activities and to continually develop skills and abilities within the role. Assist in carrying out and supporting effective people management including performance management and absence management, coaching, development and mentoring through formal and informal mechanisms for their team. Plan 121's, supporting staff to meet objectives and addressing any poor performance in line with policy. Provide advice and support to the team(s) when dealing with complex issues and responsible for overseeing all aspects of a successful repairs team.
Regulation / Statutory Compliance	Lead on all areas of risk and provide the team with updates on legislation and key areas of change. Ensure the team is fully aware of all legislation relating to their trade.

Qualification/Knowledge/Experience/Skills

Qualifications Essential

Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics Grades C/4 or above)

Evidence of continuing development of professional and management skills, e.g. through training, qualification and/or experience.

Relevant qualifications in the built environment / construction for example: NVQ in relevant trade area, HNC, HND or equivalent experience.

Desirable

Site Supervisor Safety Training Scheme (SSSTS)

Membership of a professional body, where such a relevant body exists.

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Site Manager Safety Training Scheme (SMSTS)

Apprenticeship served.

Health and Safety Qualification

Management Qualification

Knowledge Essential

Competent in the use of Microsoft Office

Demonstrates a range of management skills - able to deploy resources and staff, manage change and respond flexibly.

Knowledge and understanding of Health & Safety legislation such as Health & Safety at Work Act 1974 and Management of Health and Safety Regulations.

Working knowledge of relevant regulations e.g. building regulations, decent homes and Landlord and Tenant Act 1987

Compliance requirements in relation to housing and communal areas.

Qualified in scaffold awareness.

A demonstrable track record and consistent achievement at professional level within an organisation of comparable scope and complexity.

Able to demonstrate understanding, experience and knowledge of policy and activities within your area of expertise.

Desirable

Relevant Local Government experience and understanding of the whole Local Government sector and its current challenges.

Facilitates organisational, individual, and personal learning and development.

Political sensitivity and commitment to public service ethos.

Experience with working with elected members, or in a political environment.

Skills Essential

Excellent communication skills both written and oral, with a good telephone manner

Good interpersonal skills.

Flexibility and ability to multi-task.

High level of accuracy and attention to detail.

Problem solving & decision making.

Persuasive and encouraging -adopting a coaching style to enable customers.

Ability to lead, motivate, enthuse, inform, and develop others to improve capability levels within the team.

Contract management and procurement.

Ability to manage using objectives, targets, performance management, problem solving and project management.

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Numerate and analytical with the ability to interpret, analyse and extract relevant information from complex reports and translate these so they are capable of being understood by a wider range of people.
Able to prepare and present reports on general and specific related matters to non-experts in a clear and comprehensible manner.
Ability to interpret key data and identify trends.

Desirable

Demonstrate strategic thinking capacity.

Dimensions of role

The Housing Maintenance Team undertakes responsive and void repairs for the Council's housing stock which consists of approximately 5,600 dwellings (e.g. houses, bungalows, and blocks of flats) – both general needs and supported housing, c.1400 garages, and other types of assets including shops, meeting halls, land, and sewerage treatment facilities.

Approximately 5000 emergency repairs and over 10,000 non-emergency repairs are undertaken each year, as well as around 300 void property repairs (costing from c.£5k to c. £20k/property) to bring the property up to our Lettable Standard.

The overall annual budget for service delivery is approximately £7m and will directly line manage 4 – 10 trade operatives.

The service for our customers is delivered primarily by our in-house teams (approximately 100 staff), as well as using external contractors when required.

The effective delivery of the repairs service is key to meeting the landlord housing function's requirement to meet legislative, regulatory and tenancy obligations, as well as being a key driver for resident satisfaction.

Notes

Competencies / Attributes	Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council's website.
Working Conditions	Working inside tenants' homes. Conditions can be poor, depending on the reason for visit and may encounter working in confined spaces or at height. A significant part of the role involves working away from the office in all weathers when safe to do so. The types of building will vary from flats, houses, sheltered housing schemes, offices, depots, and municipal buildings.

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	Conditions of some of the housing stock can present an unpleasant experience with cleanliness, aggressive tenants, drug paraphernalia, furnishings, pets etc. Lone and team working a necessity of the role. Exposure to unpleasant or hazardous environmental working conditions.
Working Arrangements	The role will be part of the out of hours rota (additional payment), which provides a valuable service to our tenants and customers.