

# RUGBY BOROUGH COUNCIL

## JOB PROFILE

**Post No.****Post Title:** Property Repairs Team Leader (Delivery)**Unit/Team:** Property Repairs Team**Grade:** Grade G**Service:** Operations & Traded Services**Reports to:** Property Repairs Manager**Issue Date:** February 2022

### PURPOSE OF THE JOB

The aim of the Property Repairs Service is to ensure that all Social Housing and Corporate Property is maintained to a good standard.

The purpose of the job is to undertake the day-to-day operational management of the PRS delivery functions and to facilitate a customer first culture throughout the Team in accordance with RBC CANDO Values.

This role will require the post holder to effectively manage and lead the Voids and Day to Day Repairs Delivery Teams in a busy operational environment, responding to enquiries from Customers, Elected Members, Suppliers, and external sub-contractors, to maintain service continuity and supply chain management.

The post holder will assist the Property Repairs Manager in developing and continuously improving the Council's Day to Day and Voids Repairs Service by challenging existing Systems, People and Process, in removing waste, duplication and inefficiencies.

Provide day-to day management and support of the Team, developing individuals to achieve their fullest potential, and have up to date knowledge to enable them to deliver a modern Repairs Service that meets the needs of the Customer.

Support the Property Repairs Manager in developing a Performance Management Reporting Framework (including metrics) to monitor and manage individual and Team operational performance, including Health & Safety.

Work closely with other Team Leaders to ensure consistency across the Service and achievement of common goals.

## **1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- 1.1 To manage the day-to-day delivery functions of the service effectively ensuring that all Repairs and Planned Maintenance Works scheduled are completed in a timely manner, capturing costs and optimising income.
- 1.2 To deputise for the Property Repairs Manager in their absence.
- 1.3 Clarify expectation of Teams and Individuals in discharging delivery functions, to deliver excellent Customer focused services in accordance with RBC CANDO Values.
- 1.4 Responsibility for responding to Complaints and Enquiries from Customers, Elected Members and MPs, relating to PRS repairs service delivery quality.
- 1.5 Support the Property Repairs Manager in the development and implementation of the PRS Service Improvement Plan.
- 1.6 Maintain an up-to-date knowledge of good practice and the legislative framework relevant to maintenance services, and achieve compliance with RBCs Policy, Governance and Health & Safety provisions.
- 1.7 Support the Property Repairs Manager in the mitigation of Risk and monitoring of the Operational Risk Register
- 1.8 To performance manage the Delivery Teams and individuals to ensure effective service delivery, and income optimised, through weekly Operational Team Meetings, regular 1:1s and appraisals, together with ad hoc interventions when required.
- 1.9 Develop the Team to achieve their fullest potential, and have up to date knowledge, through training and coaching, to enable them to deliver a modern Repairs Service that meets the needs of the Customer
- 1.10 To ensure the accurate recording, analysis, and processing of information and operational data, to keep the service operational and manage the supply chain, to control PRS Budgets and achieve compliance with RBC Standing Orders and Financial Regulations and achieving operational KPIs.
- 1.11 Manage the absence policy within Property Repairs Service delivery functions undertake and support Return to Work, Sickness Consultation Interviews and Wellbeing in accordance with the RBC's Absence Management policy
- 1.12 Ensure the necessary arrangements are made for the introduction of new starters to PRS, including Induction, DSE, PPE and access to Systems.
- 1.13 Develop effective working relationships with cross organisational teams including to ensure that service delivery meets customer's needs.
- 1.14 Represent PRS on cross organisational Project Working.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 Promote new and strengthen existing partnerships to publicise the service, improve service to customers and develop business opportunities.
- 2.2 Ensure any accident involving staff, tenants or visitors are reported in accordance with the Council's existing Health & Safety procedures.
- 2.3 To be proactive in safeguarding children and vulnerable adults. Where there are safeguarding concerns then the job holder needs to report these in line with the Council's Safeguarding procedures which can be found in the Child Protection Policy and Vulnerable Adults Policy. The post holder will be required to complete regular safeguarding training.
- 2.4 Any other reasonable duties as requested by your manager, in line with your skills and knowledge

## **3. SUPERVISORY RESPONSIBILITIES**

Contracts Officers, Surveyors, Trades

## **4. FINANCIAL RESPONSIBILITIES**

- 4.1 To raise requisition orders for purchasing from internal and external sources under agreed Council procedures
- 4.2 Checking and coding works invoices to enable authorisation of payments
- 4.3 To ensure that no expenditure is made without due authorisation.
- 4.4 Approving orders and certifying invoices within approved limits
- 4.5 Certifying payment up to the approved limit and confirming the appropriateness of payment above that limit
- 4.6 Support the Property Repairs Manager in the Procurement of external supplier contracts

## **5. RESPONSIBILITY FOR ASSETS AND DATA**

Responsibility for work supplied assets such as mobile phone/ tablet plus any other equipment issued by the employer

## **6. EXTENT OF PUBLIC CONTACT**

- Tenants, residents and their visitors.
- Voluntary and statutory agencies.
- Other service areas within the Council.

- Senior Officers within the Council, Councillors and the M.P

## **7. WORKING CONDITIONS AND ENVIRONMENT**

Flexible working hours between 08:00 a.m. and 18:00 Monday to Friday  
(subject to the provision of adequate office cover)

The focus of the work is dealing with customers, tenants and contractors  
carrying out work in Council properties

All areas where building works are carried out are potentially hazardous

Primarily office based plus regular site visits to tenanted and void properties

A full driving licence and access to a car for work is required

Occasional attendance at meetings outside of normal working hours

## **8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council's rules and follow all reasonable  
management requirements. These are contained within: the Council's  
Standing Orders, Employment Policies, Constitution and Code of Conduct for  
Employees. Other documents may be introduced at times setting out rules of  
the Council. These will cover responsibilities and requirements for the  
following:

Financial Accounting  
Equality and Diversity  
Health and Safety  
Risk Management  
Anti- Fraud  
Data Quality and Data Protection  
Business Continuity  
Major Emergency Plan  
Procurement and Contract Management  
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or  
from your manager

In addition, all employees are expected to behave in line with our Values and  
Behaviours and challenge other employees whose behaviour is against our  
values.

**Signed as agreed:**

Postholder

Date

## PERSON SPECIFICATION

### Post: Property Repairs Team Leader



For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Supervisory experience and/or good people management & leadership skills. Evidence of successfully leading change within a team.	E	A,I,D
Experience of managing a repairs, property or housing management service	E	A,I
Experience of ensuring quality standards within a project or team environment	E	A, I
Being aware of Health and Safety legislation and so far as is reasonably practicable to ensure compliance with the Health and Safety at Work Act and the Council's Corporate Safety Policy. Awareness of asbestos, legionella, CDM, HHSRS, fire risk, gas and electrical safety, and a willingness to develop a good working understanding of these areas	E	A, I
Be resilient under periods of high pressure	E	A,I,R
Exercise a high level of political awareness, including where necessary effectively balancing political and professional perspectives	E	A,I
Good project management skills	E	A,I
Good time management skills and the ability to work effectively under pressure and prioritise to meet deadlines	E	A, I
Ability to work well within a team and under own initiative	E	A, I
A self-starter with a flexible, proactive approach	E	A, I
Proven analytic skills and the ability to use monitoring data to improve the service	E	A, I
Excellent customer-service skills and an ability to demonstrate strong and sustained customer focus	E	A, I, R
Good interpersonal skills and the ability to use verbal communication skills effectively with a range of different people	E	A, I, R
Understanding of procurement processes and contract monitoring	E	A, I
Demonstrate a commitment to the Council's values and Equality and Diversity objectives with the ability to consider diverse needs in service delivery	E	A, I

Ability to carry out day-to-day administrative functions, including maintaining case notes and writing reports in a timely and accurate manner	E	A, I
Ability to work across corporate support teams to determine most efficient ways of customer service delivery	E	A, I
Full UK driving licence and access to own transport for business use	E	A, I, D
A commitment to work within our CAN DO values	E	A, I
HNC/HND level in construction or equivalent or a commitment to work towards completion of this or an equivalent qualification	D	A, D
Management qualification	D	A
An understanding of the principles of Systems Thinking	D	A, I

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D