



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Repairs Officer

Grade: O17

Reports to: Team Leader

Responsible for: To be part of the day-to-day operational management of North Northamptonshire Council's Repairs and Maintenance Team, providing a high quality and cost effective repairs and maintenance function

Purpose of the job

- Provide effective line management to the appropriate Trades, Gas/ Electrical, Planned Maintenance, compliance and Business Support functions, in delivering a high quality customer based service.
- Ensure financial compliance with North Northamptonshire Council procedures.
- Maintain work procedures and systems which ensure that an effective, efficient and accountable service is delivered.
- Ensure your service area responsibilities are properly coordinated across work areas and fit for purpose in order to meet both the Councils and its customers. expectations.
- Determine priority, programme work and supervise a number of tradespersons staff.
- Plan own workload and develop systems of work.
- To create, review and update health and safety policies and procedures in conjunction with the Health and safety team.
- To provide professional advice and recommendations to enable the council to maintain compliance with relevant health and safety, building and environmental legislation.
- Ensure your service area has a strong and effective relationship with other partnering services within the organisation, in order to meet customer demands.
- Ensure that your staff carry out their functions and account for time and materials in delivering an efficient and effective repairs service.
- Hold regular meetings with your staff ensuring clear communication and meeting key delivery issues.

- Ensure that standard management procedures and protocols are maintained, in line with good practice policies.
- Ensure good relationships with partner organisations, Elected Members, Chief Officers and tenants are maintained and are appropriate.

Principal responsibilities

1. Undertake surveys, prepare tender documentation ,specifications and technical information.
2. Prepare reports under the direction of the Team Leader.
3. Support the Team Leader in developing best value partnerships with contractors. Attending site meetings and liaising with Contractor management and supervisory staff.
4. To manage pre and post inspection and ensure appropriate records and audit trail are kept.
5. Provide technical support and supervision for NNC tradesmen and contractors.
6. Participate in the management responsibilities, including recruitment, performance appraisal, disciplinary procedures, and personal development.
7. Provide effective supervision of tradesmen to ensure impact on the service is minimised in terms of costs and time.
8. Cover the duties and responsibilities of the Team Leader in their absence.
9. Audit van impress stock at regular intervals and keep records.
10. Plan and monitor the performance of your area of responsibility, using agreed Performance Indicators to include all areas of works.
11. Ensure effective systems of communication are established and managed to promote a high level of Services and their benefits to customers.
12. To provide professional advice and recommendations to enable the council to maintain compliance with relevant health and safety, building and environmental legislation.
13. Ensure that your staff carries out their functions and account for time and materials in delivering an efficient and effective repairs service.
14. Assess and mitigate risk to the organisation and its resources, clients and staff.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
4. *Ongoing training essential to maintain qualification*
5. *Post holder must be willing to attend evening meetings as and when required*
6. *Post holder must be willing to travel*
7. *Post holder must hold a valid driving licence*

8. *The post has been evaluated as a stressful role due to the nature of the work involved.*

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



Person Specification

| Attributes | Essential criteria | Desirable criteria |
|---|--|---|
| <p>Education, Qualifications and Training</p> | <p>A good general education including GSCE Maths/English or equivalent.</p> <p>Technical qualification or accreditation allowing for the supervision of gas, electric, or asbestos works (essential for some posts, dependent on the individual role)</p> | |
| <p>Experience and Knowledge</p> | <p>A broad knowledge of construction or an understanding of property maintenance</p> <p>A broad knowledge of asbestos and related procedures.</p> <p>Knowledge of Health and Safety legislation as it applies to Direct Labour Organisations and landlords.</p> <p>Experience of working with customers in high volume environments with the ability to manage a demanding workload.</p> | <p>Practical experience of budget management and financial control</p> <p>Experience of working in building management specifically the delivery of responsive repairs, capital programmes, and void management</p> <p>Practical experience of managing teams including tradespersons, office, and technical staff</p> <p>Experience of project management</p> <p>Knowledge and experience of leaseholder legislation and practices</p> <p>Experience of working in partnership to deliver objectives.</p> <p>Experience with contract management</p> |

| Attributes | Essential criteria | Desirable criteria |
|---------------------|--|---|
| | | Experience with Housing condition claims or disrepair claims. |
| Ability and Skills | <p>Ability to work on own initiative.</p> <p>Ability to communicate both orally and in writing.</p> <p>Ability to work as part of a team, maintaining high levels of integrity and discretion.</p> <p>Ability to undertake flexible working arrangements to meet work programme requirements.</p> <p>Appropriate IT skills</p> <p>Ability to prioritise own resources in a changing environment.</p> | |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. | |
| Additional Factors | Post holder must have access to a car for business use. | |