



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title: Repairs and Maintenance Team Leader

Grade: 29 - 32

Reports to: Housing Property Services Managers

Responsible for: Repairs Officers, Works Coordinators, Office Staff and Trades.

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Property Services

Purpose of the job

- Provide leadership to the appropriate Trades, Gas / Electrical, Planned Maintenance or Business Support functions in delivering a high quality customer based service.
- 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.
- Ensure effective liaison with other Team Leaders and Managers within Neighbourhood Management and the wider Council.
- Ensure your service area has a strong and effective relationship with other partnering services within the organisation, in order to meet customer demands.
- Provide an effective and efficient service for both customers and the corporate body.
- Be responsible for the line management of team members.
- Provide an effective management of repairs including, where appropriate, voids and any repairs backlog caseloads, and to ensure impact on the service is minimised in terms of costs and time.
- Ensure that you have a strong working relationship with the Business and Supply team in ensuring the service is coordinated and delivered.
- 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 direction and meeting key delivery issues. All meetings to be minuted for future reference.

- 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.
- Monitor and provide detailed Performance Management advice on key issues and initiatives to the Senior Managers.
- Co-ordinate and provide performance information for your service which contributes towards corporate performance.

Principal responsibilities

1. Manage and oversee the business support arrangements for your service.
2. Plan and monitor the performance of your area of responsibility, using agreed Performance Indicators to include all capital and revenue works.
3. Ensure effective systems of communication are established and managed to promote a high level of Services and their benefits to customers.
4. Prepare and monitor financial resources to assist the delivery of Housing Services.
5. Ensure good relations with partner organisations, tenants representatives, suppliers and contractors.
6. Provide leadership and direction for staff in Housing Property Services. Undertake the full range of staff management responsibilities including recruitment, performance appraisal, disciplinary procedures, personal development.
7. Plan and monitor all asset-based issues related to the management and delivery of the service.
8. To manage pre and post inspection and ensure appropriate records and audit trail are kept.

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.

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.



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Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>A good general education including GSCE Maths/English or equivalent.</p> <p>Technical qualification or accreditation allowing for the supervision of gas and/or electric works (essential for some posts, dependent on the individual role)</p>	
Experience, Skills and Knowledge	<p>A broad knowledge of construction or an understanding of property maintenance.</p> <p>Appropriate IT Skills</p> <p>Ability to prioritise own resources in a changing environment.</p> <p>Practical experience of budget management and financial control.</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>Ability to work on own initiative.</p>	<p>Experience of working in building management specifically the delivery of responsive repairs, capital programmes, and void 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
	<p>ability to work as part of a team, maintaining high levels of integrity and discretion.</p> <p>Ability to communicate both orally / spoken English, and in writing.</p> <p>Practical experience of managing teams including tradespersons, office, and technical staff.</p> <p>Experience of project management.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Willingness to undertake flexible working arrangements to meet work programme requirements.</p> <p>Valid Driving Licence and access to a vehicle, for business use.</p>	