

JOB DESCRIPTION

Job Title: Team Leader Property Maintenance

Department: Property Maintenance

Reporting to: Senior Business Manager – Property Maintenance

Responsible for: Asset Management Officers, Customer Support Assistant, Property Maintenance Coordinator, Volunteers

Contractual office base: Papworth Everard

Job role type: Hybrid

Main Job Function:

- To support, supervise and mentor direct reports and deliver an excellent customer focused maintenance service
- To work closely with the housing management service to deliver a property management service that delivers high levels of customer satisfaction and encourages residents to maximise their independence.
- To manage the systems and procedures for repairs and improvements ensuring value for money and timely completion
- To keep customers informed of progress.

Main Duties:

Customer focus

- To ensure that accurate information, advice and guidance is supplied to customers, keeping up to date with agreed policies, procedures and legislative changes.
- To ensure all customers are kept informed on progress
- Ensure all complaints are surveyed for satisfaction post response
- Ensure that a listening, caring yet firm approach is applied to maintenance issues
- To ensure the that the Trust's Customer Charter is integral to service delivery and that service standards are met and evidenced

Responsive Repairs and Voids

- Meet the timescales in the repairs and maintenance policy
- Work closely with the Contracts Supervisor to plan the in-house repairs
- Develop good relationships with contractors and ensure they progress jobs

in line with expectations

- To ensure on-call arrangements are always in place
- Work closely with Housing Management Team Leader to ensure that void properties are prioritised according to requirements and with Contract Supervisor to ensure they are completed on time
- Attend void meetings representing Maintenance

Compliance

- To ensure works relating to legal and regulatory requirements are adequately monitored and notify any risks to your Line Manager
- Take action to mitigate legal or regulatory failures keeping your Line Manager informed at all times
- To ensure the continued update of a detailed database of property information and building safety files including replacement components, lifecycles, planned works and fire safety information and day to day conversations
- Work closely with the surveyors to ensure remedial actions are completed within time

Planned and capital works

- To lead on organising estate and home inspections in line with policy
- Work closely with the surveyors to ensure planned works and improvements are progressed on time and snagging issues are completed on time

Adaptations

- Work with Occupational Therapists, HIA's and Councils to ensure adaptations are progressed in line with policy and best practice

Complaints

- Investigate and respond to all Stage 1 complaints for Maintenance
- Review complaints and grumbles identifying trends and ways to improve

Financial

- To ensure orders are approved and processed in a timely manner and in line with agreed budgets
- Work with Facilities to ensure adequate office supplies for the team
- Ensure contractor invoices are received in a timely manner
- Provide a month end report to Finance
- Ensure correct coding of repair jobs in line with financial protocols
- Work with finance to manage bad debt

Reporting

- To deliver performance to agreed KPIs within budgeted costs
- To facilitate KPI reporting mechanisms verifying accuracy
- To prepare pre-action reports to senior management and provide support and to all parties involved.
- To prepare performance reports for consideration by the Senior Business Manager – Property Maintenance
- Support the collection of Customer Satisfaction Metrics

- Team management and continual improvement
- To ensure that accurate and professional records are maintained,
- To organise and provide induction training for new staff
- To support and supervise staff within the Team including responsibility for performance, sickness and disciplinary issues.
- To assess the training needs of the team and in conjunction with your Line Manager
- To support and provide cover to the Maintenance team as required, ensuring a high quality and seamless service is delivered at all times.
- To participate in Policy/Procedure/Standard Documentation reviews/development that will be sponsored by the Senior Business Manager – Property Maintenance.
- To attend and play a key role in maintenance team meetings and wider housing and organisation meetings

Corporate

- To provide evidence of the social value and impact of the service through the building of comprehensive case studies
- Attend contract review meetings with contractors providing reports and analysing performance in conjunction with Line Manager
- To take a flexible approach to workings hours including some evening and weekend work as required.

Other responsibilities

- To be part of an on-call team acting as a Duty Officer for out of hours emergency maintenance requirements
- To work collaboratively on any development or asset management projects in the design and delivery of development projects.
- To deputise for the Senior Business Manager Property Maintenance in their absence
- To undertake any other duties appropriate to the post as necessary

Safeguarding

- To safeguard the health, well-being, and safety of the customers we work with, some of whom may be classed as vulnerable people or adults at risk. In the event of a risk to a customer becoming apparent or if concerns arise about a vulnerable person's welfare, to immediately report these concerns in line with the appropriate policy and procedure.

Health and safety

- To lead health and safety within your team setting clear examples of good practice, ensuring they report accidents and near misses.
- Work within the organisations health and safety policies and procedures
- Carry out investigations into accidents or near misses
- Challenge unsafe practices
- Ensure risk assessments for your team are up to date and adequate
- Ensure your teams work locations are safe
- Highlight any concerns over equipment, processes or activities whether in house or by contractors or others to your Line Manager
- Report any safeguarding concerns to your Line Manager

- Work within the organisations Health and Safety policies and procedures
- Be responsible for your own safety reporting any accidents or near misses to your Line Manager
- Highlight any concerns over equipment, processes or activities whether in house or by contractors or others to your Line Manager
- When working in an office report any defects to your Line Manager
- Report any safeguarding concerns to your Line Manager

In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required

Date of Description: 16/2/2024

Job Description Ref: Team Leader Maintenance

Prepared by: Senior Business Manager – Property Maintenance

Person Specification

Job Title: Team Leader Property Maintenance	Essential/ Desirable
Skills	
A high level of confidence around disability particularly: <ul style="list-style-type: none"> • An understanding of the social model of disability; • Understanding of the impact that disability might have on the individual and the people around them; • A passion for equality and social change. 	Essential
A personal affinity with the values of The Papworth Trust, and a commitment to the strategic outcomes of the charity.	Essential
Good standard of general education, e.g. A-Level standard, or equivalent	Essential
Ability to make decisions and retain objectivity in difficult situations for the benefit of the Trust and customer	Essential
Ability to communicate effectively both verbally and in writing and to adapt communication accordingly to a range of audiences and circumstances	Essential
Ability to consistently achieve targets and deliver excellent customer service in a rapidly changing environment	Essential
Ability to remain calm, confident and non-confrontational in all situations	Essential
Ability to produce reports and statistics for internal and external use.	Essential
Ability to proficiently use Microsoft Office Suite	Essential
Excellent organisational, decision-making and workload management skills	Essential
Ability to plan, organise and manage resources to deliver a consistent and effective service	Essential
Ability to identify areas for improvement and develop solutions and to communicate and implement changes.	Essential
Ability to manage, develop, support and motivate staff to feel empowered and engaged	Essential

within their role.	
Knowledge	
Knowledge of social housing sector and tenancy maintenance	Desirable
An understanding of maintenance issues	Desirable
Knowledge of compliance related issues in social housing e.g. gas, LOLER, electrical	Desirable
Experience:	
Experience of supporting a diverse range of customers	Essential
Experience of delivering customer focused services to agreed quality standards	Essential
Experience of using Omniledger Pyramid housing management system	Desirable
Experience of supervising or managing and developing employees.	Essential
Other requirements of the role	
Able to travel to meetings, training and locations as required to effectively deliver the role	Essential
Disclosure and Barring Service (DBS) Enhanced Check is required for this role.	Essential