

**Main Job Title of Role**

**Team Leader**

**Location/Area your advert will be posted**

**Cambridge, Cambridgeshire**

**Salary**

**£35,616 per annum**

**Team Leader – Property Maintenance** – Do you have experience in leading and managing a people team? Do you want to join a leading disability charity? If yes, this could be the perfect role for you!

### **Why Papworth Trust?**

Papworth Trust is a leading disability charity. Our vision is a world where disabled people are seen for who they are, and our mission is for disabled people to have equality, choice and independence.

### **Fantastic company benefits include:**

- **Competitive Salary:** on offer is a salary of **£35,616 per annum**.
- **Holiday:** 25 days holiday plus bank holidays.
- **Working Hours:** 37.5 hours per week.
- Inclusive employee assistance and wellbeing support.
- Company sick pay
- **Pension:** pension scheme with an enhanced employer contribution
- Opportunities to recognise and be recognised and rewarded with our Values in Practice reward and recognition scheme.
- Cycle to Work scheme.
- The chance to have your voice heard as part of our employee forum and colleague experience group.

### **About the role:**

In this exciting role you will be managing, developing, and supporting a property maintenance team of customer support roles to ensure delivery of excellent, customer focused maintenance services that are accessible and effective for our tenants. You will oversee the systems and procedures for the delivery of repairs and improvements to ensure value for money and timely completion. You will be working closely with the housing team, you will jointly deliver a combined Housing service that delivers safe and secure homes, high levels of customer satisfaction and encourages customers to maximise their independence.

### **About you:**

You will need previous experience and a strong understanding of customer service and performance management. You will be confident in making decisions and taking appropriate action when dealing with

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challenging situations. Key to your success in the role will be your ability to work collaboratively in identifying the needs of tenants to jointly develop solutions, as well as your experience in using your own initiative to achieve positive outcomes for our tenants. You will need to hold a full, driving licence to be able travel to meetings, training and locations as required to effectively deliver the role.

**Please note:** The post will be subject to the Disclosure and Barring Service (DBS) checks process. We are a Disability Confident employer, and welcome applications from disabled candidates.

If you have the relevant skills and experience, please send your CV through for consideration. We look forward to hearing from you.

Please check your email inbox and spam / junk mail folder for any email correspondence for this vacancy.

**No Recruitment agencies please.**

If you require any reasonable adjustments such as access or information in an alternative format, please inform us soon as you are able so that we can make the appropriate adjustments.

This vacancy is being advertised and handled through Spider, the region's Online Job Advertiser on our behalf. We both take your privacy seriously. When you apply, your details are processed and available for us to directly review for this vacancy. As you might expect you may be contacted by email, text, or telephone. For full Privacy Policy details please see email correspondences on receipt of your application.

To apply for this role please visit [Team Leader, Cambridge, Cambridgeshire - Spider \(spiderrecruit.co.uk\)](https://spiderrecruit.co.uk)