

ROLE PROFILE TEMPLATE

ROLE TITLE	Repairs Supervisor		
DEPARTMENT	Property Services		
RESPONSIBLE TO	Building Services Manager	RESPONSIBLE FOR	Trades Operatives and sub-contractors

ROLE PURPOSE	
	<ul style="list-style-type: none"> • To be responsible for the day to day co-ordination and management of CBH's in house Repairs Team, including external contractors and suppliers and the delivery of an efficient and effective maintenance service. • To manage within a performance-orientated culture to ensure that performance and budgetary targets are met and the highest standards of customer care are achieved to deliver right first time repairs. • To ensure that decisions to repair or refurbish CBC and CBH empty homes are completed in a timely, professional, and cost effective manner in accordance with agreed standards, policies and procedures and working to minimise rent loss and void times using resources flexibly and responsibly.

ACCOUNTABILITIES	<i>Statement of the main areas of responsibility</i>
Management	<ul style="list-style-type: none"> • To actively communicate, motivate, manage and provide technical advice and support to operatives and contractors to minimise pre inspections and achieve right first time on non-complex repairs to meet the agreed Performance Indicators. To work closely with the Building Services Manager, Resource Allocator and Contact Centre to ensure the correct trades and resources are planned and allocated to meet the work load and the demands of the service. • Monitor operatives and contractors undertaking jobs in- progress and post inspections. • Capture and record/report warranty information for responsive repairs works to enable warranty work to be managed effectively.

- Undertake regular performance audits to ensure compliance with health and safety legislation and codes of practice, conditions of contract, customer service and that CBH is obtaining value for money and high standards of performance.
- To train, supervise, appraise and develop operatives. This will include holding regular 1-2-1 meetings and Individual Performance Reviews.
- To assist the Building Services Manager in developing and using performance management tools to manage the performance of operatives and contractors ensuring that all work is completed within timescales set by performance indicators and the business needs while ensuring that it is consummate with VFM.
- To carry out trend analysis to identify training and development needs for operatives and to ensure that they have the required competencies to meet the service demand.
- To monitor quality of repairs and ensure appropriate standards of work are effectively achieved.
- To collate and report on performance and costs on a monthly, quarterly and/or annual basis to effectively manage the day to day repairs and void process.
- Comply with CBH health, safety and welfare policy and contribute to good health and safety practice, compiling and issuing to operatives and contractors all necessary Risk Assessments and COSHH Assessments to implement and maintain safe systems of work to be compliant with all relevant Health and Safety legislation.
- To be aware of current CDM regulations and the obligations thereof.
- Effectively collect, collate and update stock information relating to day to day repairs and void work undertaken.

Service Delivery

- Undertake regular performance audits to ensure compliance with health and safety legislation and codes of practice, conditions of contract, customer service and that CBH is obtaining value for money and high standards of performance.
- To represent CBH as a member of the Materials Supplier Partnership under the terms of the NEC3 Short Supply Contract, including active participation and contribution towards the aims and objectives of the Partnership.
- To schedule, compile adequate specification and detail or drawings, organise and plan works, allocate resources, and supervise works on site taking necessary action to ensure compliance with specifications, legislation and contractor documentation including carrying out quality audits on in-progress and completed works to occupied and empty properties.
- To prepare brief, specifications and tenders for schedule of rates type contracts, minor works and cyclical maintenance in accordance with Standard Forms of Contract, relevant building Legislation and CBH's policies and procedures.
- To scrutinise quotes and tenders against contract briefs and specifications. Prepare tender analysis reports.
- To tender, consult, evaluate and manage consultants for responsive repairs related services including preparing tender documents, briefs, processing payments due and conducting performance reviews.
- To undertake pre inspections for complex repairs and the diagnosis of building defects at CBH properties.

- To assist the Building Services Manager in ensuring that CBH provides an efficient, equitable and cost effective repairs and maintenance service for its customers, identifying trends and provide training and support to operatives to ensure that we strive towards a zero defects policy with operatives carrying out their own self audit checks.
- To provide technical advice and support to the contact centre, providing regular feedback from post inspection and jobs in progress quality audits to ensure accurate diagnosis and the appropriate priority for the works.
- To collate and report progress on the responsive repairs service using key performance indicators on a monthly, quarterly and/or annual basis to effectively manage the service provided to customers.
- To assist in the preparation of applications for Building Regulations, Planning Permission and Listed Building Consents as necessary, providing technical advice to tenants for permission to carry out their own improvements.
- To actively participate in team meetings and staff briefings and work effectively and corporately with all other sections of the company.
- To effectively manage the re-instatement of properties damaged by fire.
- Effectively collect, collate and update stock information relating to responsive repairs work completed.
- To keep and maintain appropriate records and all necessary paperwork for the repairs service including operatives records.
- To communicate effectively with the Empty Homes Team, contractors and other colleagues throughout CBH to ensure that repairs and improvements to void properties are completed effectively to achieve agreed performance levels while achieving value for money.
- To carry out pre-inspection of properties, including Bonus Scheme and My Move, prior to them becoming vacant, advise outgoing tenants and other CBH departments of any rechargeable repairs or remedial works required and schedule repairs at the earliest opportunity to minimise void times.
- To make informed decisions as to whether an empty property should be repaired or refurbished within the context of the organisation's asset management strategy and make arrangements for the works to be procured as appropriate.
- To undertake a stock condition survey to every void property and upload on to database.
- To carry out an empty home inspection, compile a schedule of works taking into account void standards, demand, ease of letting, customer feedback ensuring value for money is achieved.
- To identify and gather evidence of rechargeable repairs to enable cost to be recovered.
- To inspect, specify and programme repairs to Temporary Furnished Accommodation in accordance with standards agreed with CBC.
- To undertake project work to ensure the management of voids continually improves and operational problems are resolved.
- To fully embrace CBH's Vision & Objectives in ensuring the service meets customer's needs and undertake effective consultation with customers as appropriate, including attending residents meetings as required ensuring that good professional relationships are developed and maintained.
- Comply with CBH's complaints, compliments and comments policy by undertaking thorough investigations, keeping accurate records, conducting home

visits and producing resulting reports.

- Allocate work to void operatives teams using Connect system.
- Provide cover as necessary for resource allocator.
- Represent the reactive repairs section at forums or groups.
- Develop and continuously improve the voids process.

Financial Management

- To assist the Building Services Manager to prepare budgets for areas of responsibility and ensure the programme and budget reconciles with the business plan and the stock condition data.
- To manage the delivery of the service area within agreed budgets, frequently monitoring budgets, reporting any variances and taking appropriate action to ensure spend remains within the prescribed parameters.
- To maintain detailed (computer based) records of the void management process so that targets and costs can be measured and areas for improvement identified and implemented.
- Provide updates and reports ensuring that the processing of financial data relating to repairs and maintenance is timely and accurate, and in accordance with Financial Procedures.
- Monitoring work completed by Contractors and certifying works for payment against agreed quotations and Contracts.
- Collate and provide statistical data for returns to external bodies.
- To assist in the inspection and valuation of rechargeable repairs with tenants and leaseholders in accordance with CBH's policies and to comply with the requirements of leasehold legislation.
- To work with the Neighbourhood Team Leaders, Technical Services & Building Services Managers and the Finance team to effectively manage relevant budgets in accordance with Financial Regulations ensuring that Value for Money is achieved.
- To manage the delivery of the service area within agreed budgets, frequently monitoring budgets, reporting any variances and taking appropriate action to ensure spend remains within the prescribed parameters.

Provide updates and reports ensuring that the processing of financial data relating to void repairs is timely and accurate, and in accordance with Financial Procedures.

Customer Focus

- To fully embrace CBH's Vision & Objectives in ensuring the service meets customer's needs and undertake effective consultation with customers as appropriate, including attending residents meetings as required ensuring that good professional relationships are developed and maintained.
- To represent CBH at external events / meetings e.g. Customer Focus groups, working groups, producing information for presentation.
- Comply with CBH's complaints, compliments and comments policy by undertaking thorough investigations, keeping accurate records, conducting home visits and producing resulting reports.
- Produce and present information using a variety of methods for tenant and leaseholder newsletters, the staff newsletter and website.

- It should be noted that the above list of duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.
- Liaise with other agencies such as Reclaim to maximise the recycling of furniture etc. whenever possible.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS	<i>The tools needed to do the role</i>
Essential	<ul style="list-style-type: none"> • Demonstrable practical experience in building construction and repairs and experience of managing operatives and/or contractors. • An understanding and commitment to Equality & Diversity. • An understanding and commitment to Value for Money issues. • The ability to demonstrate a clear understanding of customer care and quality standards and the importance of meeting performance targets. The ability to record information (including technical data) accurately and to collate it in order to provide accurate management information. • The ability to review policies and procedures and suggest additions / changes to meet legal requirements and best practice and to improve efficiency and quality, including implementing safe systems of work. • Clear, oral communication skills. • Ability to input and access information held electronically and demonstrate a proficiency in using as a minimum Microsoft Word and Excel and after an agreed period of training; Orchard ArchHouse PIMMS, and IBS Open Contractor. • Ability to produce written reports for a variety of audiences including the Senior Leadership Team. • Ability to work to targets. • Good interpersonal skills with the ability to build good working relationships with colleagues, customers and external agencies. • Able to work under pressure and demonstrate flexibility and a “can do” attitude. • Effective organisational and time-management skills to maintain a varied workload and ensure targets are met and void turnaround times minimised. • Experience and ability to make informed decisions within a strategic context. • Commitment to tenant involvement and willingness to take customers views into account when delivering and improving services. • Experience of delivering a high quality customer focussed service and ability to resolve customer satisfaction issues

Desirable	<p>including post-let where appropriate.</p> <ul style="list-style-type: none"> • Current driving licence and access to a car. • HNC Building or equivalent. • Performance management, identifying training needs, implementing diversity and equal opportunities policies. • Experience working in the Social Housing environment. • Experience of managing health & safety, including carrying out risk assessments and initiating and developing safe systems of work. • Experience of budget management. • Successful track record of meeting standards and performance indicators.
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PERFORMANCE MEASURES	
<i>For those with no performance measures defined, list the critical success criteria used to determine whether desired results have been achieved</i>	
Measure 1	<ul style="list-style-type: none"> • Support the Building Services Manager to deliver the outcomes related to the repairs and maintenance as specified in the CBH Business Plan, Annual Plan and Property Services Team Plan.
Measure 2	<ul style="list-style-type: none"> • Manage a team of operatives to ensure service delivery and improvement in line with agreed targets and KPIs for the service.
Measure 3	<ul style="list-style-type: none"> • Be proactive in using feedback from customers and staff to develop service improvement and engender an ethos of continuous improvement within the section.
Measure 4	<ul style="list-style-type: none"> • To adopt working practices and communicate effectively with other sections of CBH as appropriate to ensure that repairs to void or occupied properties are effectively managed and monitored so that targets are achieved but commensurate with value for money.
Measure 5	<ul style="list-style-type: none"> • Sickness and other CBH policies and procedures are managed in strict accordance with those policies.

GENERIC COMPETENCIES		
<i>Personal attributes/behaviours the role holder must possess to be successful in the role</i>		<i>Level</i>
Commitment	Is single minded in achieving personal goals. Shows determination & tenacity in meeting challenges. A strong commitment to high standards. Is not dependant on energy of others or dissuade easily.	4
Communication	Communicates clearly and effectively with others, taking into account the needs and expectations of others.	4
Customer Focussed, contribution to service delivery	Able & willing to addresses the needs of internal and external customers with consistency and appropriate sensitivity	3
Improvement	Produces and implements ideas which are practical and imaginative. Can draw on experiences and apply them to other areas/situations to help generate ideas	3
Personal persuasion & Influence	Aware of impact and appropriateness of own personal style. Able to persuade and negotiate with others to achieve win/win situations.	3
Planning & Organising own work	Achieves goals and maintains and improves standards through an ability to think ahead, plan, prioritise and schedule activities and monitor and manage outcomes effectively	3
Self Learning & Improving	Strives to achieve the agreed and necessary quality standards. Aware of impact of own personal style and actively seeks to improve	3
Sharing Information	Proactively building positive relationships with others both inside and outside the organisation to improve knowledge, share information, benchmark against others and to ensure adoption of effective business practices.	3
Team Working, co-operating, collaborating	Works effectively as part of a team and shows commitment to team goals and values. Is effective at persuading and negotiating with others to achieve win/win situations.	4
Using Technology	Uses information technology (IT) to collate, arrange and organise data to store and retrieve relevant information quickly and efficiently and to analyse data to make effective decisions. Uses corporate software such as Microsoft products and bespoke systems relevant to the sections service provision.	4

MANAGEMENT COMPETENCIES		
<i>Personal attributes/behaviours the role holder must possess to be successful in the role</i>		<i>Level</i>
Judgement, Decision Making, Problem Solving & Decisiveness	Assesses the extent and scope of a given problem or issue and decides what action to take.	3
Leadership, Developing Others	Motivates, inspires and supports others to achieve shared goals. Builds teams through effective communication and by getting the best from others.	3
Liaising, Networking, Partnership Working	Proactively building positive relationships with others both inside and outside the organisation to improve knowledge, share information, benchmark against others and to ensure adoption of effective business practices	3
Managing, Implementing, Adapting & Supporting Change	Supports and initiates change as required. Continually strives to improve work processes in line with business needs.	3
Strategic Thinking, Financial & Commercial Awareness	Understanding the financial implications of individual actions and day-to-day activities on the business. Demonstrates an understanding of the broader local and national business issues and is able to interpret the impact of economic conditions on services and the Business Plan	3