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| <b>Designation:</b>     | Senior Team Leader   |
| <b>Grade:</b>           | Stroud 6   |
| <b>Hours:</b>           | 37 hours per week  |
| <b>Location:</b>        | Littlecombe Depot, Dursley   |
| <b>Job Purpose:</b>     | <p>To lead a Maintenance team undertaking a variety of property repairs. Ensure the efficient delivery of the void property works and adaptations, ensuring that it is well-organised, customer focussed and cost effective and that a quality product is delivered. In line with performance targets and service standards monitor performance and continuously improve service delivery.</p> <p>Deputise as required for the Maintenance and Voids Manager</p> |
| <b>Responsible to:</b>  | Maintenance and Voids Manager  |
| <b>Responsible for:</b> | Trade Operatives and External Contractors  |

## KEY DUTIES

- To survey, plan, organise and lead work so that it is carried out as efficiently as possible. To ensure that work orders are well defined in order to allow the workforce to determine the work required
- To deputise for the Maintenance and Voids Manager as required to ensure service delivery is maintained, and at meetings
- Lead on the development and supervision of Apprentices/Trainees within the repairs and maintenance section
- To organise the out of hours' emergency call out function for responsive repairs to ensure that emergencies are quickly attended to
- Provide advice on best practice in repairs and maintenance and ensure related policies and procedures are in place and regularly reviewed to reflect the legal and regulatory obligations of SDC's Repairs Service as an employer
- Day to day performance management, budgetary and quality control of void properties, and the installation and maintenance of adaptations in designated areas / Performance management including supervision of the external contractors and workforce ensuring that targets and KPI's are met
- Leading the workforce, setting and monitoring performance standards, ensuring that work is completed to the required standard and within the required timescale. Leading meetings with the workforce discussing a range

of issues and to agree and monitor through formal appraisals and other more informal methods, provide constructive feedback and support as necessary. Identifying training needs as required.

- Apply knowledge and skills to record and report on status and condition of fixtures and fittings. This is to enable appropriate information to be fed into reports including recommendations concerning future maintenance
- To organise and control materials ensuring that appropriate materials are effectively utilised and that best value is achieved in their purchase. Ensure that materials can be quickly accessed when required to avoid any delay in the completion of works
- To undertake pre and post inspections of works, ensuring that any defective works are rectified and prescribed quality standards are maintained. Ensure that an effective audit trail is in place. Provide cover other work areas as and when required to ensure that the business is maintained
- To regularly carry out equipment audits and ensure that equipment is fit for purpose and regularly maintained
- Responsible for the safe use of a range of portable tools, small plant, ladders and equipment to enable duties of the role to be undertaken
- Exercise budgetary and effective financial management controls
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role
- Liaise with both internal and external customers appropriately and promptly, to ensure those connected or involved in your work are aware of progress and action taken or action required to rectify the identified defect/s
- Act as a point of escalation for the resolution of complaints and other issues in connection with the responsive maintenance service from whatever source they may originate
- Participate effectively in Mobile Working by accurately operating the electronic recording system where issued, or paper systems, to plan appointments and for the recording of job order/s including; transmission and maintenance of timesheets, work completion status, vehicle records, materials management and progress against target objectives set for; time, cost and quality
- To work closely with the Health and Safety Team to ensure that safe systems of work are in place to mitigate risks and that the requirements of Health and Safety legislation are met
- Participate in the delivery of Out of Hours call out service in accordance with SDC's current policies and procedures
- To contribute as required to the provision of repair information so as to maintain and update the Council's stock condition data

- Work subject to deadlines involving changing problems, circumstances or demand

## SKILLS AND KNOWLEDGE

- Experience of staff supervision
- Experience of Asset Management and maintenance
- Building pathology especially skills relating fault diagnosis
- Good level of knowledge of sector regulations, legal duties, health and safety regulations
- Experience of procurement and project management
- Interdependencies of construction trades
- An understanding of administrative processes and systems
- Experience of working with the public
- Good understanding of IT and housing/repair database systems
- Ability to manage own time and workload

## COMPLEXITY AND CREATIVITY

Work requires the exercise of creativity within the general framework of recognised procedures

- Creativity and innovation in design, product selection, specification and achievement of high tenant satisfaction.
- Laid down procedures to be followed include Council Financial Regulations; Standing Orders relating to Contracts; Service Unit Contract Management procedures as well as observing the terms of the contract used.
- Creativity required to deal effectively and promptly with unforeseen issues arising from work in progress.
- Applying diagnostic processes to problems and faults aiding in the preparation of reports

## JUDGEMENT AND DECISIONS

Work is carried out within programmes and objectives where there is a wide range of choices and where advice is sometimes available and/or decisions where, policy, procedures and working standards provide only general guidelines

## CONTACTS

- Members of the Council
- Members and staff of other local authorities'/partner agencies

- Suppliers and contractors
- Members of the public, tenants and leaseholders

## RESOURCES

Responsible for the proper use and safe – keeping of a range of equipment and PPE required for undertaking the duties of the role.

Examples:

- Ladders
- Hand tools
- Electric power tools
- Battery operated power tools
- Company vehicle (where provided)
- Materials

## TRAVEL DESIGNATION

HMRC Mileage rate will apply.

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives
- To work with colleagues across the organisation as required in support of organisational goals
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme
- To undertake all training and development initiatives as required
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act
- To work within the requirements of the Council's Environmental Policy and Management System
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*