

<b>Designation:</b>	<b>Senior Team Leader</b>
<b>Grade:</b>	<b>Stroud 6</b>
<b>Responsible to:</b>	<b>Team Leader</b>
<b>Service Area:</b>	<b>Housing Contracts</b>
<b>Post Number:</b>	<b>TEN</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Sound literacy and numeracy skills (e.g. GCSE English & Maths A-C equivalent) or Higher National Certificate in Construction or related discipline

### EXPERIENCE

- Demonstrable experience of delivering a repairs and maintenance service with a track record of achievement
- Experience in asset management and maintenance
- Good understanding of IT and housing/repair database systems
- Experience of staff supervision, undertaking 121's and appraisals
- Day to day performance management, budgetary and quality control of responsive repairs service
- Organising Out of Hours rota's
- Lone working experience. Managing teams over multiple sites
- Current Health & Safety Training (including, but not limited to, Asbestos Awareness, Working at Height, Manual Handling & Risk Assessments)

### SKILLS & KNOWLEDGE

- Ability to communicate information clearly and effectively
- Ability to record detailed and accurate repairs information relating to repair inspections or completed repair jobs
- Good knowledge of building repairs
- Sound knowledge of H&S
- Organised with an attention to detail
- Good numerical and analytical skills
- Excellent problem solving capability relating to building repairs

### PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Possess and ability to creatively problem solve issues
- Good communication skills, both written and verbal and interpersonal skills
- Ability to work without direct supervision

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

## DESIRABLE CRITERIA

### QUALIFICATIONS

- PASMA Mobile Tower
- Information Technology – prior use or understanding of mobile PDA/Tablet devices
- Construction Degree
- CIM Level 3 or above
- Site Management Safety Training Scheme (SMSTS)

### EXPERIENCE

- Worked in a social housing environment
- Implementing or working with DRS Systems
- Carryout assessment and installation of adaptations

### SKILLS & KNOWLEDGE

- CDM 2015
- HHSRS

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

### 2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment of understanding and meeting their needs, in line with policies.

### 3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

### 4. Innovating

You will be able to seek better, more effective ways of delivering services.

### 5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

### 6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

**7. Equality and Diversity**

You will conduct yourself in a manner which demonstrates 'equality' in the workplace: respecting peers and valuing people as individuals. You will ensure the workplace is free from discrimination, respecting choice and everyone's right to have their own beliefs. You will show you appreciate 'diversity' through the added value of individual differences and varied experiences.