

**Job Description**

# 1. JOB DETAILS

**Job Title:** Maintenance Supervisor (North Repairs)

**Location:** Inverness

**Team/Directorate:** Property Services

**Responsible To:** North Maintenance & Homeworks Manager

**Responsible For:** Repairs Administrators x 2 (FTE)

# 2. JOB PURPOSE

Deliver an effective repairs service within the Maintenance Team, to provide excellent customer service through face-to-face interactions, telephone calls or written communications. To provide line management of the Repairs Administrators to ensure smooth delivery of the responsive repairs services in the North.

To take a key role in developing and implementing revised processes and procedures within the team to improve efficiency and value for money.

## 3.1 Key Result Areas/Principal Duties And Responsibilities

1. Support and assist the North Maintenance & Homeworks Manager with management and compliance of the repairs service.
2. Manage the administrative team to ensure the in house contractor provides great customer service in line with all service standards and Key Performance Indicators to provide a 24 hours a day, 7 days a week service.
3. Support the Manager and Director to develop and deliver processes and procedures to improve efficiency and value for money in our repairs service.
4. Manage, supervise and inspect the repairs being undertaken by Homeworks and the appointed contractor, to verify safe and high quality completion of works.
5. Carry out inspections, create specifications and instruct / procure work required to ensure properties meet the required standard.
6. Provide advice, guidance and permissions on relevant policies and procedures to ensure regulatory compliance as well as a consistent service.
7. Maintain comprehensive documentation and computerised systems in line with Company Policies and Procedures and processes, to ensure industry standards and regulatory requirements are met.
8. Responsible for the delivery of projects, such as medical adaptations to ensure our properties remain accessible and meet the varying needs of our customers.
9. Deliver services to ensure we meet our agreed KPI’s, SLA’s and legislative requirements.
10. Perform effective data management to enable accurate reporting and monitoring on our repairs budget and rechargeable and recoverable costs.
11. Monitor appropriate departmental spending in line with Line Management delegation, to keep within allocated costs.
12. Oversee administrative control and execute clerical duties, such as letter writing or note taking at meetings to support and inform the team and the wider organisation of all agreed actions, outcomes and agreed responsibilities.
13. Deliver partnership working across the organisation to improve performance and ensure collaborative working and consistency of Service.
14. Develop and sustain strong business relationships with internal and external stakeholders to ensure all contracts with external providers are delivered as agreed, and the relevant advice and guidance is provided internally to support each areas business plans.
15. Develop direct reports by coaching and motivating to provide guidance and support through their personal development journey, identify skills gaps and provide the training time to close them, and an excellent service suited to current and future organisational needs whilst promoting accountability.
16. Provide technical advice and guidance on relevant policies and procedures such as tenant alterations or other repairs and maintenance issues, to ensure a consistent service.

## 3.2 Key Performance Indicators

* Inspect an alteration request within allocated timescale, if one is required
* Make a decision on an alteration request within agreed timescales
* Meeting the agreed timescales for repairs
* Ensuring a qualified person or contractor undertakes a repair
* Inspecting the agreed percentage of repairs up to an agreed amount to ensure they are completed to a satisfactory standard
* Inspect all works over an agreed amount in value to ensure they are completed to a high standard.
* Meet the Right to repair legislation timescales
* Make an appointment for an inspection within allocated timescale.
* Ensure all void properties meet with our re let standard
* Provide tenants with a timescale for undertaking a medical adaptation
* We will ensure we take care of your home and leave it safe at the end of the day
* We will ensure you can use of your gas, electricity and sanitary services at the end of the day

# 3.3 Key Contacts – Internal & External

* Internal, all departments in line with partnership working.
* Direct Customers, for all general advice support and monitoring of a tenants needs.
* Local Authorities, for joint working on projects and ensuring compliance with regulations.
* Other External Partners, for joint working on specialist projects.
* Councillor’s with members enquiries and issues relating to home owners.
* Home owners, when dealing with boundary enquires and communal issues.
* Police, when undertaking forced entry or reporting illegal activity.
* Social Services, when giving assistance to meeting our customers’ needs
* External services, such as Scottish Water or the National grid (Transco) when reporting issues that are not the responsibility of the Association but are in direct relation to the safety or repair of our housing stock.
* External suppliers, ordering materials or equipment when previously authorised.

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to, such as CDM 2015, COSHH, HASAWA, GSIUR, RIDDOR, ETC.
* Comply with safe working practices as defined by Cairn Housing Group
* Complete online training as and when required
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Manage & produce all risk assessments/method statements including an annual risk assessment review.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing Group departments
* Attend training courses and complete online training modules as required to meet the requirements of the post
* Take responsibility for own personal development, seeking out opportunities to learn new skills
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

## 3.6 Other

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group
* Adhere to the codes of conduct expected of a Cairn employee

**JOB TITLE**

**Maintenance Supervisor**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | Educated to HND level or other relevant professional qualification.  IT systems:-  Microsoft packages, Word, Excel, PowerPoint  Experience using a Repairs system  Experience in property and asset management systems  IT System Literacy (general)  Health and Safety awareness  Current UK driving licence | NVQ / C&G Level 1 in Construction Skills – Multi Crafts or other recognised apprenticeship / training  CSCS-Supervisory accredited  IOSH  CDM 2015  Gas Safe level 2  Electrical safety Awareness  Fire safety Awareness  Management of Asbestos  Legionella management  Water bylaw awareness |
| Experience | Substantial experience of property maintenance services  3 - 4 years’ experience  Workings within the parameters of a contract and ensuring compliance with the scope of works and terms and conditions outlined.  Project management experience and understanding. | Clerk of Work experience is desirable.  Supervisory experience of working with a maintenance contract. |
| Knowledge | Detailed technical understanding of property maintenance, repair and installation requirements  Essential understanding of, or able to reference;  COSHH  IOSH  CDM2015  GSIUR  Electrical Safety and continuity regulations  Legionella control  Fire Risk Assessments | Knowledge of current governing legislation which is enforceable upon the association, such as SHQS, IEE, Health and safety at work, Gas, etc. that would be required to make an informed decision on adherence of that legislation. |
| Skills | Highly developed skills in the following-  Communicating  Ownership of a situation (more of an attribute than a skill)  Supervisory  Management  Ability to work under pressure, co-ordinate a varied and complex workload in a busy office environment.  Ability to work under own initiative and prioritising and organising own workload.  Ability to evaluate, diagnose and remediate a variety of building defects by applying analytical thinking and problem solving  Ability to manage projects and coordinate works | Microsoft Project |
| Personal attributes | * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes) * Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation) * Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes). * Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations). * Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities) * Listening (draws out opinions and information from others in face-to-face interaction) * Communication (is proficient in both written and verbal communication) |  |
| Additional requirements | Full UK driving licence with access to a vehicle  Flexible Working to suit the business needs, work late or OOH attendance in extreme circumstances. |  |