

JOB PROFILE

Directorate:	Housing and Wellbeing
Service Area:	Officer Repairs and Maintenance
Job Title:	Assistant Repairs Team Leader
Grade:	SO1
Post Number:	M503
Base/Location:	Charnwood Borough Council Offices
Responsible To:	Repairs Team Leader
Responsible For:	Responsive Repairs & Voids Operatives and Apprentices
Key Relationships/ Liaison with:	Customers of Charnwood Borough Council Suppliers Contractors Council Officers Repairs Team Leader Business Support Team Operatives

Job Purpose

To ensure Charnwood Borough Council Landlord Services achieves its vision and business objectives to drive and develop the Repairs & Investment section to achieve and maintain top quartile performance in all categories.

To develop and maintain a customer focused culture, values and reputation with all staff, customers, suppliers, contractors, partners and regulatory /official bodies and ensure that tenants, leaseholders and customers are at the heart of all services.

To assist and support the Repairs Team Leader to effectively lead, develop, motivate, empower and manage the responsive repairs and void teams and cover the duties of the Repairs Team Leader in their absence.

Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	To assist and support the delivery of responsive and void repairs, to a high standard, on time and within budget to the customers satisfaction.
2.	To assist with pre and post inspection of responsive and void repairs, where necessary, in order to diagnose causes and determine work required in person or by conducting telephone survey work.
3.	Maintaining accurate records of all inspections and correspondence for audit purpose.

4.	To assist the Repairs Team Leader to resolve complaints raised in connection with responsive and void repairs in a prompt, positive and professional manner following the Council Complaints Policy.
5.	To ensure operatives vans have sufficient materials to enable the service to operate effectively. Conducting and documenting an auditable van stock check on a regular basis, with an effective arrangement in place to control and track the use of materials.
6.	Ensure all accidents and near misses are reported in accordance with Council procedures. Conduct H&S audits on operatives to ensure health and safety procedures are being followed and risk assessment are in place reviewed, understood and followed by operatives. Taking appropriate action on any breaches.
7.	Ensure operatives have all the personal protective equipment (PPE) required and it is used appropriately.
8.	To liaise with contractors and other Charnwood Borough Council in-house departments in an effective manner undertaking site checks to ensure contractors are complying with contract documentation.
9.	Assist when necessary with forced entry into Council properties to enable access and secure property as required.
10.	Take part in an out-of-hour's standby rota, attending to out-of-hours emergencies as required
11.	To assist Repairs Team Leader with site visits connected to disrepair cases, producing documents to assist with investigations.
12.	To assist Repairs Team Leader with site visits connected to minor works ensuring work is carried out to a high standard on time to the customers satisfaction and in line with Occupational Therapist recommendations.
13.	Delivery of an effective and appropriate service to all service users, fairly and without discrimination at all times in compliance with the Equality and Diversity Policy
14.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
15.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

Special Factors

- The nature of the work may involve the jobholder carrying out work outside of normal working hours.
- Post holder must have a full driving licence

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Repairs & Investment Manager

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	Essential	Desirable
<u>Qualifications</u> Working towards HNC/HND/Degree in Building Construction or related field, Or Demonstrable experience identified within the section below.		✓
<u>Experience</u> Previous significant experience of surveying and inspecting domestic properties. Delivering a high standard of customer service.	✓ ✓	
<u>Skills / Knowledge</u> The ability to converse at ease with customers and provide advice in understandable spoken English is a requirement of the post. Ability to supervise Operatives and Apprentices. Substantial knowledge of causes and remedies of domestic building defects, damp, condensation, and repairs. Good knowledge of Health & Safety and relevant Statutory legislation. Awareness of working with asbestos and the health and safety requirements. Ability to prioritise workload, multi-task, and work with minimum supervision. A pragmatic approach to problem solving. Good working knowledge of IT systems including Word and Excel and ability to use and apply housing management systems and housing management repairs data base.	✓ ✓ ✓ ✓ ✓	✓ ✓ ✓

	Essential	Desirable
<u>Interpersonal Skills</u>		
Ability to work effectively as part of a team.	✓	
Effective verbal and written communication skills.	✓	
Ability to constantly deliver a high standard of customer satisfaction.	✓	
<u>Other requirements</u>		
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
Driving licence	✓	
To be able to travel throughout the Borough (may be using own transport).	✓	
To be able on occasion to work outside normal office hours.	✓	

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Date: December 2022