



Job Description

Job title	Repairs Supervisor	Hours	37 hours <i>Some flexibility in the working hours will be required from time to time.</i>
Department	Housing Technical Services	Salary	SK14 (£40,278 per annum)
Location	On Site / Works Depot	Contract	Permanent

Main Job Purpose

Reporting to the Repairs Manager you will supervise our internal trades team who deliver reactive repairs to our properties.

You will contribute to ensuring the delivery of a customer focused, value for money service and manage resources to meet changing service demands.

This role is not politically restricted.

Main Statement of Responsibilities

- To supervise, motivate and develop our trades operatives within the Repairs team.
- To understand our reactive repairs policies and procedures and ensure that these are followed by the team, including addressing any non-performance issues.
- Cooperating and communicating with all internal and external stakeholders of the Service and keeping accurate records.
- Investigate and respond to customer complaints and freedom of information requests when required in accordance with policies and procedures.
- Promote a customer focused service across the team to create a culture of accountability and ownership.
- Carry out pre and post inspection visits of repairs to schedule works, diagnose defects and/or monitor quality.
- Ensure that daily/weekly job schedules maximise the numbers of jobs to be undertaken in the most cost effect manner.
- Provide advice on asbestos issues and ensure that operatives are aware of their responsibilities and the emergency procedures in place.
- Undertake audits on operative works to confirm the use of safe systems of work and quality of repair.
- To create, maintain and participate in the out-of-hours call rota for the team to ensure that there is sufficient cover across trades.
- Assist colleagues and co-ordinate materials and equipment required for jobs.
- To actively participate in the development and monitoring of robust, accurate performance reporting, taking proactive steps to meet and exceed targets set and deliver continuous improvement
- To monitor work equipment and ensure that regular service and maintenance is carried out.
- To draft and maintain the team training plan in accordance with regulatory/accreditation requirements.



- To identify and manage risk in relation to the areas of operation and ensure risk registers are maintained and properly recorded.
- To comply with financial standing orders, monitor the cost of repair work and provide summary advice to management
- Authorise payments to suppliers in line with the Financial Regulations.
- Manage and motivate your team including carrying out regular 121's, annual appraisals, holding regular team meetings, giving positive feedback to team and individuals, setting and achieving performance targets and addressing employee non-performance in accordance with policies and procedures if required.
- Authorising annual leave and holding sickness reviews.
- Demonstrate commitment and support for safeguarding and promoting the welfare of children, young people, and vulnerable adults.



Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.





Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- A broad knowledge of housing and construction methods.
- Knowledge and understanding of repairs processes.
- Knowledge of asbestos and HHSRS.
- Knowledge and understanding of health and safety in construction.
- Good IT skills.

Desirable

- Contract management experience.
- Budget management experience.
- Experience of line management.

Relevant Qualifications

Essential

- Full driving licence.
- Experience in construction maintenance.
- CIH level 3, HND/C or equivalent through experience.

Desirable

- IOSH Managing Safely
- HHSRS Awareness
- Asbestos Awareness

Communication and Interpersonal Skills

Essential

- Ability to work as part of a team.
- Awareness of equality issues.
- Willingness to participate in emergency call outs.
- Effective customer care skills.