



Division:	Landlord Services
Job Title:	Assistant Voids Repairs Team Leader
Grade:	S01
Post Number:	
Base/Location:	Southfields 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	
<ul style="list-style-type: none"> • 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. 	

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Main Duties and Responsibilities	
1.	To Assit and support the delivery of responsive and void repairs ,to a high, standard, on time and within budget to the customers satisfaction .
2.	To assit 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.	To 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 arrangements 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.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies. To adhere to all Council Policies , procedures and processes and review on a regular basis .
14.	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
15.	To Carry out any other reasonable duties and responsivities within the overall function, commensurate with the grading and level of responsibilities of the post.
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.

Date Prepared/Revised: Repairs & Investment Manager Date: December 2022

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	Essential	Desirable	How assessed
Qualifications Working towards HNC/HND/Degree in Building Construction or related field. or Demonstrable experience, skills and knowledge identified within the requirements of the job profile, as evidenced through formal performance review processes.		✓	App/Doc
Experience Previous significant experience of surveying and inspecting domestic properties. Delivering a high standard of customer service.	✓ ✓		App/Int App/Int
Skills/Knowledge 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	✓ ✓ ✓ ✓		App/Int App/Int App/Int App/Int

NON-COMMERCIALISATION

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.	✓	✓	App/Int App/Int
Interpersonal Skills 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.	✓ ✓ ✓		App/Int App/Int App/Int
Other requirements Driving licence 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.	✓ ✓ ✓		App App/Int App/Int

Key: App = Application form Test = Test Int = Interview	Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g., certificates)
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Prepared by Repairs & Investment Manager Date :December 2022
