

Role Profile

Role Title:	Repairs Supervisor
Department:	Repairs and Maintenance
Role Purpose:	To manage a team of trades colleagues effectively and consistently to ensure they deliver high quality repairs and maintenance work, driving positive tenant satisfaction and efficient use of resources.
Reporting to:	Operations Manager
Responsible for:	Maintenance Operatives
Disclosure level:	Basic DBS and Social Media checks
Role Level:	Frontline Worker

Key Role Responsibilities	<p>To manage a team of trades colleagues, ensuring that they have capacity and capability to deliver a high-quality repairs and maintenance service.</p> <p>Ensuring that the team understand the diverse needs of our customer base, the requirements of the Housing Regulator and our operational KPIs so this is reflected in the quality of their work.</p> <p>Use engagement, coaching and performance management to drive continuous improvement within the team.</p> <p>Positively motivate, influence and support the team to achieve KPIs and work within SLAs.</p> <p>Proactively engage in the recruitment, effective onboarding and retention of colleagues within your team and broader across Responsive Repairs.</p> <p>Tracking current and future resource levels to ensure operational KPIs can be achieved.</p> <p>Management of resourcing and capacity continually to ensure productivity is maximised.</p> <p>Responsible for ensuring all work delivered by the team is compliant with current regulations and legislative requirements and all relevant training is up to date.</p> <p>Ensuring all work adheres to Health and Safety regulations and legislative requirements, while conducting regular site visits to monitor progress and compliance.</p> <p>Collaborate with other teams (e.g. Repairs Performance, Specialist Repairs and Quality) to monitor Work in Progress (WIP), levels of tenant</p>
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	<p>satisfaction and repairs trends, acting on these to improve performance.</p> <p>Regular, proactive engagement with teams, ensuring 121's are completed, supporting in Toolbox Talks and ensuring key messages are both cascaded effectively and understood.</p> <p>Using effective people management techniques, to implement and drive formal HR processes as necessary.</p> <p>Managing sickness absence processes ensuring policies and procedures are followed and colleagues supported accordingly, and within organisational KPIs.</p> <p>Responsible for ensuring that the teams understand the organisations strategy, their role as trade operatives, key deliverables and the values and behaviors expected.</p> <p>Ensuring that the health and safety requirements are met in line with legislation and Midland Heart requirements.</p> <p>Management and delivery of an effective Out of Hours Emergency Service, including requirement to participate in the on call standby rota.</p> <p>Management of all overtime and bonus payment for team.</p> <p>Utilising all data and systems that are available to proactively drive individual and team performance.</p> <p>Responsible for ensuring all tenant complaints are dealt with efficiently and effectively, any lessons learnt are shared with teams across Responsive repairs and communicated across all relevant teams.</p> <p>Maintain comprehensive record keeping and documentation to support audits and ensure compliance with Midland Heart's financial and operational policies.</p>
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<p>Education, Qualifications and Training</p>	<p>Recognised building related qualification or supervisory site management qualification or equivalent technical level of expertise demonstrated through significant work experience.</p> <p>Educated to a good standard of literacy and numeracy. English & Math's GCSE or equivalent essential, Grade C / Level 4 or above</p>
<p>Knowledge and Experience</p>	<p>Good overall construction knowledge including health and safety legislation, fire safety, building regulations, quality standards and CDM Regulations</p> <p>Proven experience of managing in a high volume and fast paced customer services environment.</p> <p>Experience of analysing data and work outputs to affect performance improvement, resource availability and achievement of KPIs.</p>

	<p>Excellent Microsoft Office skills, to include Word, Excel and Outlook.</p> <p>Proven experience of recruitment and performance management.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Leads colleagues by example, with high personal standards of customer service skills and professionalism.</p> <p>Proactive and quickly reviews issues as they arise, setting clear expectations and behaviours required of colleagues</p> <p>Ability to interpret and make decisions through the effective analysis of large amounts of changing data.</p> <p>Target driven, continually seeking ways to improve and develop colleagues to achieve great results.</p> <p>Team player who works collaboratively with peers both within their own team and across a wider organisation.</p> <p>Understanding and commitment to the principles of equality and diversity.</p> <p>Ability to travel across Midland Heart geography.</p>