

Rykneld Homes Ltd.

Job Description

Division: Property Services **Service:** Repairs and Maintenance

Post: Supervisor – Repairs and Maintenance

Post Number: RH406

Responsible To: Repairs, Maintenance

Subordinates: Repairs and Maintenance Operatives

Key Accountabilities

- To manage the trade operatives directly employed by RHL within Property Services. To be responsible for the operational delivery and commercial viability of the services in this department.
 - You will supervise staff and sub contractors involved in all maintenance and repairs work, ensuring that staffing levels meet current needs and quality assure the work done.
 - You must maintain a presence on site, respond to any queries and consider any suggestions made by the trade operatives, ensuring that staff are highly motivated and delivering high quality services to tenants.
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Main Duties and Responsibilities

- Management of the workforce, planning functions & associated processes and procedures.
- Liaise with the administration department to ensure the smooth operation of the service.
- Setting & monitoring operational targets and achievement of Rykneld Homes performance indicators.
- Assist in the management of the service within pre agreed cost & time parameters.
- Ensure effective communication with tenant and client representatives
- Ensure that operational systems are updated in a timely fashion and produce accurate management reports.
- To work effectively with other Supervisors to provide effective management of all operatives and contractors as required.

- Set SMART objectives, monitor progress and, if necessary take corrective action and manage the performance of self and others.
- Ensure that all works are recorded, costed and reported to allow accurate accounting.
- Such other duties commensurate with the grading of the post as may from time to time be determined.

Team Supervision

To be directly responsible for all aspects of development and supervision of the Repairs and Maintenance Operatives.

- Supervision (including Personal Development Reviews).
- Recruitment and selection.
- Training and resourcing.
- Mentoring and staff welfare (including personal development).
- Individual and team discipline.
- Target setting and performance management, work prioritisation.
- Staff and resource deployment.
- Equalities and Diversities in terms of employment and service delivery.
- Adhere to the requirements of the Data Protection Act and GDPR in respect of confidentiality and disclosure of data
- Health and safety of Staff, Customers and Contractors where appropriate.

Key Contacts

- Tenants and Service Users
- Contractors and their representatives
- Service User Groups
- Rykneld Homes SMT, Managers and Staff

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Experience</u>		
<ul style="list-style-type: none"> • Relevant trade background experience • At least 3 years experience of supervising/managing Operatives • Organising workload / Operational Activity • Planning workload / Operational Activity • Operation of computerised information systems. • Collation of statistical or financial information • Experience of working in a busy environment to tight deadlines • Organisational and analysis skills in terms of prioritising work, effective use of resources • Able to work under pressure, responding flexibly and to tight deadlines • Experience of dealing with service users requiring assistance over the telephone and face to face • Experience of undertaking Health and Safety Training to DLO operatives 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
<u>Qualifications and Training</u>		
<ul style="list-style-type: none"> • GCSEs or equivalent. • Basic level of numeracy needed to deliver the requirements of the role • IT skills in Microsoft Office Systems • Site Supervisors' Safety Training Scheme (SSSTS) 	<ul style="list-style-type: none"> ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓
<u>Specialist Skills and Knowledge</u>		
<ul style="list-style-type: none"> • Good communication skills, written and oral 	<ul style="list-style-type: none"> ✓ 	

Personal Skills/ Characteristics	Essential	Desirable
<ul style="list-style-type: none"> • Customer Service skills - Must be able to deal effectively with, face to face and telephone enquiries from the public, sometimes under stressful situations • Basic organisation and sound planning skills. • Ability to work on own initiative without close supervision • Ability to work as part of a team • Keyboard skills • Organisational and analysis skills in terms of prioritising work, effective use of resources and evaluating performance • Problem solving skills • IT skills including Microsoft Word 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
Personal Qualities		
<ul style="list-style-type: none"> • Commitment to equalities legislation and a good understanding of its relevance to this post. • Commitment to customer care and an understanding of its relevance to this post. 	<ul style="list-style-type: none"> ✓ ✓ 	
Other Requirements		
<ul style="list-style-type: none"> • Full driving license and access to own vehicle • May on occasion be required to work outside of normal office hours 	<ul style="list-style-type: none"> ✓ ✓ 	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.