



MAINTENANCE SUPERVISOR

Job Description and Person
Specification 2023

The Wrekin
Housing Group

THE WREKIN HOUSING GROUP

MAINTENANCE SUPERVISOR

This is a broad outline of what is expected of the post holder

RESPONSIBLE TO: MAINTENANCE PROJECTS MANAGER

KEY OBJECTIVES

- To supervise a team of operatives to ensure that work done in tenants' homes is of a high standard and in line with tenant's expectations.
- Requirement to participate in the Groups Out of Hours Maintenance Supervisor duties at short notice. This will be restricted to arising only to cover for sickness, annual leave, or unprecedented increased or emergency demand for services at any time. There will be no requirement to participate in either on a regular basis.
- To monitor the systems used to record, schedule, plan and complete repairs at regular intervals throughout the day to ensure; that your team are performing to their maximum capacity, that targets are consistently being met and that levels of customer satisfaction are above target levels.
- To ensure that each operative in your team achieves the desired level of productivity to maximise efficiency.
- To ensure that all monitoring information is maintained in accordance with the requirements of the Managed Services Unit to ensure that performance is measured and managed consistently throughout the business.
- To manage the day-to-day relationship between the organisation and its external repairs and maintenance clients.

KEY RESPONSIBILITIES:

Strategic Management

- To contribute towards and implement the operational and team plan.
- To work within agreed key performance measures and ensure their delivery.
- To work in conjunction with the Maintenance Projects Manager and Commercial Manager to review and implement service and performance improvements.

- To keep abreast of emerging technologies, liaising with the groups Qualified Surveyor in preparing the team and organisation future change.

OTHER DUTIES

- To investigate, report and resolve tenant complaints, regarding workmanship or conduct relating to trade operatives.
- To ensure a consistent level of service is maintained in the cover of holidays, sickness and training requirements.
- To identify and calculate any chargeable repairs.
- Ensure that all works orders are placed only to approved contractors, are within the allowed budgetary limits and that a clear and documented auditable process is followed for comparing prices, placing orders and agreeing variations.
- Use the various IT systems used by the Group to record, schedule, complete and monitor repairs and use system thinking principles in looking for ways to improve systems to improve services and/or reduce costs.
- Undertake pre-inspection or give onsite assistance for maintenance works where trades are unable to locate or diagnose the problem to meet policy and procedural requirements.
- Carrying out onsite inspections and taking appropriate actions to ensure that trades persons are complying with health and safety requirements and safe working methods.
- Carry out random post inspections of work to monitor quality and performance in-line with Group's requirements.
- To ensure that all accidents and near misses are reported in line with Group policies and legal timescales. That appropriate investigations are carried out, with the assistance of the health and safety team where appropriate, and that appropriate actions are identified and implemented to reduce the likelihood of recurrence.
- To ensure that all corporate health and safety information is passed to, and understood by tradespersons and that any health and safety issues raised by tradespersons receive appropriate and timely consideration, and that feedback is provided.

To carry out scaffold inspections and sign off certificates as required.

- To regularly monitor your teams trade employees to ensure that they are using their van stocks efficiently, to minimise the need for counter collections at suppliers and to fulfil targets relating to 'right first time'.
- To monitor the data produced through Hand-e-Work and ensure that completion and attendance times are entered accurately, correcting any errors speedily to prevent inaccuracies in the performance management information.
- Assist with Scheduler development and administrative tasks as necessary.
- Assist the Maintenance Projects Manager to ensure that employees are effectively recruited, managed and motivated so that company objectives are met.
- Be responsible for ensuring that new recruits receive appropriate training to use all of the systems to receive, progress and complete works orders (including issuing stock to jobs), and ensure their vehicles are stocked with the appropriate range of stock to be able to work from day one of their employment.
- Assist the Maintenance Projects Manager to ensure that agreed policies and procedures are effectively communicated and implemented.
- To monitor and review performance with employees and assess training / development needs in accordance with the company's policies and objectives. This includes regular 1-2-1 discussions and carrying out personal development discussions and utilising existing and newly developed monitoring tools to identify and maximise individual performance and achieving best value for repairs carried out to our properties.
- To attend meetings with team and other designated staff to feedback on team performance and trade productivity and ensure that plans are developed and actioned to deal with any under-performance.
- To undertake swift investigations where breaches of discipline or continued under-performance arises, and ensure that informal and formal sanctions are made to correct these behaviours.
- To promote the successes of your team in meeting targets and objectives to build strong team spirit and promote the Group in the most positive manner possible.
- To manage identified budgets set for your team and ensure that orders and commitments remain within budget, or seek approval if there is a need to exceed them.
- To assist with consultation exercises with tenants from time to time to review and improve services.

- **To provide office cover on a rotational basis with other MS colleagues up to 20:00 hours to ensure all jobs outstanding the day are managed efficiently and customer demand met.**

GENERAL RESPONSIBILITIES

- To assist the Group in striving to meet its mission and to help foster a culture of continuous improvement
- To comply with the Group's Standing Orders, standards of probity relating to the Group's charitable status and HCA
- To uphold, as an individual employee, the Group's Corporate Policies, in particular in the areas of:
 - Health and Safety
 - Diversity
- To take responsibility for personal development, sharing knowledge, skills and learning from others
- To strive towards the delivery of excellent tenant and customer service, offering commitment, interest and enthusiasm in serving customers and resolving issues

PERSON SPECIFICATION

MAINTENANCE SUPERVISOR

QUALIFICATIONS

- Trade Qualification in one of the core trades is essential.
- ONC in Building Studies (or comparable) is highly desirable.
- HNC (or equivalent) in Building Studies is desirable.
- Working towards membership of a relevant professional body (RICS, RIBA or CIOB) is desirable

KNOWLEDGE, SKILLS AND EXPERIENCE

- Experience of working in a housing or construction related environment.
- Experience of supervising, coaching and developing a team is highly desirable.
- Sound understanding of IT applications is essential.
- Proven record of outstanding customer care and resolution of complaints.
- Proficient and knowledgeable in preparing works schedules and contract documentation.
- Able to administer building contracts with minimal supervision.
- A thorough understanding of all relevant Health & Safety at work procedures to ensure the safety and wellbeing of employees, contractors and tenants.
- Competence and experience in using Microsoft Office programmes such as Outlook, Word and Excel as well as be able to use bespoke software.

- Able to correspond effectively with other teams, tenants and contractors, verbally, using a computer and by letter.

COMPETENCIES

- Adheres to and promotes the Group's business values. Deals with customers and colleagues with commitment, integrity and respect.
- Recognises and respects the individual value of all employees. Adopts an open, flexible and receptive approach to working with others.
- Produces accurate and high quality work to meet deadlines. Uses initiative and consults with manager where required.
- Articulates opinions and information confidently and clearly. Actively listens to the communications of others.
- Assists in identifying and defining problems, taking appropriate measures to resolve them through consultation with other team members and managers.
- Communicates objectives clearly. Meets deadlines through planning and monitoring delivery. Keeps all appropriate parties informed of progress.
- Demonstrates judgement and the ability to take decisions at a local level, seeking advice and information when appropriate.
- Is aware of main company objectives, demonstrating flexibility in task management and priorities as required. Contributes ideas to facilitate change and improve services.
- Uses clear oral and written 2-way communication to share information.

OTHER

- Must possess current driving licence