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| **Maintenance Team Leader** | |
| **Role Profile** | |
| **Reporting to:** | Head of Investment & Sustainability |
| **Job Summary** | |
| Reporting to the Head of Investment & Sustainability, you will hold an important role within the Caledonia Housing Group managing a team of Maintenance Inspectors to ensure day to day repairs and damp and mould works are carried out to a consistently high standard.  As a hands-on team leader, you will manage your own caseload while actively overseeing the delivery of day-to-day repairs and inspections. In addition to leading and supporting your team of Maintenance Inspectors, you will take direct responsibility for troubleshooting maintenance issues, conducting inspections, and ensuring that repairs are completed efficiently and to a high standard.  You will also be responsible for ensuring resident safety, particularly in relation to damp and mould issues. By taking a proactive approach, you will help identify and mitigate risks, ensuring homes remain safe and habitable. Your role will involve close collaboration with the Customer Services Team to address concerns promptly and maintain a high level of customer satisfaction.  You will be accountable for the successful delivery of operations targets, compliance with regulatory and contractual requirements and internal policies and procedures.  As a leader of people you will lead by example, encouraging collaboration and continuous learning, while ensuring a continuously improving, high performing, responsive, efficient and modern service that provides an excellent customer experience. You will be a key point of contact between the Maintenance Team and Customers Services Team ensuring regular liaison with key staff. | |
| **Responsible for (people):** | Direct: Maintenance Inspector – Repairs, Damp & Mould (3)  Indirect: N/A |
| **Role within Organisational Structure** | |
| **Responsible for (non people):** | |
| Budgets  KPI’s  Governance | * Effective budget management of overall annual reactive repairs budget including damp and mould * Repairs * Damp & Mould * Budget/Spend * Customer Satisfaction Levels * Contractor/Supplier Performance * Complaints * Attendance at Operational Team Meetings, Tenants Groups, internal working groups * Operational objectives |
| **Behaviours and Competencies** | |
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| **Person Specification** | |
| **Experience Essential** | |
| * Experience of working within social housing or repairs and maintenance. * Knowledge of SHQS and EESSH standards. * Compliance with property related legislation. * Experience of instructing and managing external contractors and suppliers. * Evidence of and commitment to the delivery of a high-quality customer service. * Proven ability to deal with challenging situations; maintaining a calm, confident and professional state whilst being empathetic to customers and their concerns. * Experience of developing positive working relationships with internal and external stakeholders. * Proven ability to manage resources, timelines, and workloads to ensure tasks are completed efficiently and in line with budget. * Experience of supporting team members in their growth and development through guidance and support, and proactively addressing issues that arise | |
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| **Experience Desirable** | |
| * Experience working in similar role at Team Leader or Supervisory level. * Experience of construction technology and building pathology. * Knowledge of schedule of rates building contracts. * Relevant experience of using a range of asset management ICT solutions. | |
| **Qualifications and Knowledge Essential** | |
| * Educated to HND Level and/or relevant professional Building Maintenance/Asset Management qualification. * Technical knowledge to control day today repairs from commencement to completion. * Technical knowledge of assessing and resolving issues related to damp and mould in buildings. * Full UK driving licence and use of a care for business use. | |
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| **Job Outputs** | |
| |  |  | | --- | --- | | **OUTPUT** | **OUTPUT DETAIL LIST** |  |  |  | | --- | --- | | **Delivery of a customer focussed service** | * Excellent consultation and communication with customers, as a minimum meeting the requirements set out in legislation and Group policies and procedures. * Behaviour is consistent with organisational values and service standards (Keep It Personal, Keep It Simple, Make It RIGHT), ensuring there is a commitment to a high- quality customer focussed service. * The team works collaboratively to ensure that high levels of customer satisfaction (internal and external) are attained, and KPIs & operational targets are achieved. * Landlord service meets or exceeds customer service standards. | | **Customer Engagement** | * Customers are supported throughout the repairs/damp and mould processes. * Customer concerns and complaints are considered and addressed with relevant parties and seen through to satisfactory conclusion. * Key point of contact for customers when managing complex repairs. | | **Damp, Mould and Repairs Activities** | * Maintenance team collaborates effectively with Customer Services colleagues to ensure effective monitoring of reactive repairs and damp and mould work. * Maintenance team proactively supports Customer Service colleagues and where required take ownership for complex repairs and complex voids. * Effective customer consultation, participation and updates are provided while following the course of the damp and mould procedures, making sure prescribed timescales are met. * Effective coordination and liaison with contractors regarding repairs and operational requirements, raising works orders where needed. * Compliance with policies and procedures ensuring regulatory and statutory compliance and consistency of service delivery. * Pre-inspections are consistently carried out as required, to accurately diagnose, specify, order and manage repair solutions to the approved specification and budget. * Post inspections are consistently carried out, ensuring discrepancies are challenged and resolved with contractors/suppliers. * Re-measurements are carried out as required, ensuring works are carried out in accordance with agreed contract rates. * Strong working relationship established between Maintenance Inspectors and the Contract Compliance Officer, ensuring reactive repairs are given due consideration at monthly contract review meetings. * Maintenance team aptly supports the investigation of complaints and recommends areas for improvement to reduce complaints raised in the future. * Maintenance team are an integral part of the continuous improvement process, identifying recurring trends and/or long-term maintenance issues, and working in partnership with colleagues to make decisions about discretionary investment in complex repairs and major voids. * Effective agile working practices ensure Maintenance Inspectors are readily accessible to colleagues for information and support. | | **Partnership and Team Working** | * Positive working relationships are established with internal and external stakeholders to support operational objectives and excellent service delivery. * Maintenance Inspectors openly share knowledge and expertise to support culture of continuous learning and improvement. * The maintenance team collaborate well together to  address common queries, concerns, and issues, and share learning experiences, with efficiency and effectiveness. | | **Monitoring & Controlling Delegated Expenditure in line with Budget Provision** | * Expenditure is within agreed budgets. * Efficiencies are achieved through service improvement. * Budgets are devolved and closely managed. * Budget is aligned with business plan objectives | | **Managing Performance** | * Performance is consistently reviewed against KPIs and departmental plans to effectively manage performance and drive service improvement. * Performance reports are in place for all contractors and suppliers and utilised by the maintenance team to effectively manage performance in line with contractual obligations. * Maintenance Team Leader works effectively with other teams and contractors and suppliers to address areas of poor performance. * Team/individual performance and behaviour is regularly measured against personal development objectives. * Staff/team members take ownership of tasks and engage in activities that support improvement in services and satisfaction amongst customers. | | |
| **Interdependencies** | |
| **Internal**  Management Board and Committees  Executive Management Team  Operational Management Team  Departmental Management Team  Staff Team Members and Colleagues  **External**  Local Authorities  Scottish Government  Regulatory Bodies  Tenants & Customers  Contractors & Suppliers  Other Key Stakeholders | |
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