

JOB DESCRIPTION

JOB TITLE: REPAIRS & COMPLIANCE SUPERVISOR: Private Sector Leasing

DEPARTMENT / SERVICE: Link Property/ PSL

PURPOSE OF THE JOB

The Repairs & Compliance Supervisor/PSL will contribute to the successful delivery of the Private Sector Leasing contract through a range of high-quality, customer focused Repairs and Voids services in line with the PSL Client's contractual requirements and as set out by the City of Edinburgh Council (CEC). This will involve budgetary control and the line management responsibility of a team comprising Reactive/Void Repairs and Compliance administrators.

The Repairs & Compliance Supervisor/PSL will also support the delivery of other contracts and/or projects as required by Link Property's various undertakings.

MAIN AREAS OF RESPONSIBILITY / TASKS

- To assist with the delivery of a customer focussed repairs and compliance service, ensuring that PSL properties are maintained to the required standard to the satisfaction of our tenants and landlords.
- To develop the implementation of integrated dynamic scheduling, work planning and appointments scheduling
- To ensure all properties within the PSL portfolio are landlord compliant with all relevant legislation and standards.
- To ensure compliance works orders are raised effectively to ensure anniversary dates are achieved and monitored to completion including and maintenance and updating of system data.
- To ensure newly procured property component and compliance data is accurately recorded
- To be up to date with legislative changes and developments within the landlord and letting agent regulations/ standards for compliance.
- Investigate and draft responses for escalated complaints within the Council's complaint timescales.



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- To assist the Trade Operations Manager in the preparation and production of reports for the PSL Housing Operations Manager, Link Property and Link Group Boards.
- To ensure procedures are implemented and followed for the recovery of tenant and landlord recharge repairs
- To lead the management, organisation and development of your team, including performance, work planning, recruitment, development, motivation and support to meet the needs of a business with extremely demanding standards for customer satisfaction and tight contractual deadlines.
- To control and manage this element of the service budget, including responsibility for accurate approval of expenditure and payments.
- To manage any specialist sub-contractors associated with the delivery of high quality repairs and compliance activities.
- To promote and maintain good working relationships with customers and other staff to ensure the delivery of an excellent repairs service.
- To act as the main point of contact for customers and clients regarding maintenance and repair matters, particular to area of operation.
- To provide cover when required to ensure service levels are maintained, including deputising for the Trade Operations Manager.
- To ensure Link's Health and Safety policy and procedures are adhered to by Trade Operatives and Sub Contractors and appropriate risk assessments are undertaken and risks designed out or mitigating actions followed.
- To actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, contractors, consultants and external agencies.
- To ensure that access to information complies with Data Protection legislation and Link's policy at all times.
- To carry out other reasonable duties as directed by the Trade Operations Manager and/or the Group Commercial Director to meet the needs of the Business.

RELATIONSHIPS

- Trade Operations Manager
- Repairs & Compliance Supervisor/ Admin Team
- Trades Supervisor
- Landlord, Income & Performance and Tenancy Services Teams



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- Trade Operatives
- Housing Operations Manager PSL
- Landlord Team
- Tenants and Landlords
- Sub-Contractors

ACCOUNTABILITY

The Repairs & Compliance Supervisor will be accountable to the Trade Operations Manager and will be directly responsible for the team of Repairs (including Voids) and Compliance administration assistants.

SPECIAL CONDITIONS

- The job holder must have a full UK driving licence and access to their own motor vehicle.

PERSON SPECIFICATION

KNOWLEDGE / EXPERIENCE & SKILLS	ESSENTIAL	DESIRABLE
Proven experience of line managing a team of staff	√	
Experience of working in social housing or the private rented sector within an operational repairs and compliance context	√	
A clear understanding of relevant Letting Agent and Landlord compliance requirements	√	
Demonstrable knowledge of management techniques particularly in relation to performance management, business planning and service improvement.		√
Extensive knowledge and awareness of relevant construction/ maintenance health and safety requirements and an understanding of legislation and how it will impact on customer requirements.	√	
Ability to support staff with repair diagnostics	√	
Experience of delivering a customer focused service	√	
Project management experience		√
Experience in managing repairs budgets and workload allocation	√	



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Experience of using MS Office and Housing Management databases.	√	
Intermediate I.T. skills and the ability to report, interpret and interrogate data (Excel and Exporting Reports from Databases)	√	
EDUCATION & QUALIFICATIONS		
HNC in Business or CIH level 4 in Housing	√	
Letting Agent Regulation Qualification (Letwell or equivalent) or willing to undertake within first 12 months of taking up the role if not already held as a conditional requirement of the post.		√



COMPETENCY MANAGEMENT FRAMEWORK	(ALL ESSENTIAL) ASSESSED AT INTERVIEW
COMMUNICATION Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.	
CUSTOMER CENTRED APPROACH Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.	
INNOVATION Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.	
WORKING TOGETHER Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.	
LEADERSHIP The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.	
PERSONAL EFFECTIVENESS Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach.	
PROBLEM SOLVING AND REASONING The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.	
INFORMATION SYSTEMS A functional understanding of Link's core information communication technology – including Microsoft Office, File Stream systems and department I.T systems. Ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.	

SUMMARY TERMS AND CONDITIONS OF EMPLOYMENT



This is a summary of the general terms and conditions of employment of Link Property employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours	35 hours per week, normally worked Monday to Friday, however flexible working arrangements will be considered.										
Contract	Permanent.										
Location	Edinburgh.										
Salary	Salary will be dependent on skills and experience. Salaries are paid on the last Friday of each month.										
Annual Leave	Annual leave is equal to 35 days per year (including public holidays), rising to 40 days after 5 years' service.										
Pension	<p>Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:</p> <ul style="list-style-type: none"> •Link: 5% of basic salary •Employee: 3% of basic salary <p>Employees can opt to increase their contributions:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Employee:</td> <td style="width: 12.5%;">4%</td> <td style="width: 12.5%;">5%</td> <td style="width: 12.5%;">6%</td> <td style="width: 12.5%;">7%</td> </tr> <tr> <td>Link:</td> <td>6%</td> <td>7%</td> <td>8%</td> <td>9%</td> </tr> </table>	Employee:	4%	5%	6%	7%	Link:	6%	7%	8%	9%
Employee:	4%	5%	6%	7%							
Link:	6%	7%	8%	9%							
Life Assurance	Link provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary										
Travel	Authorised out of pocket travel expenses are reimbursed. Business car miles rate is currently 45p per mile. Authorised passenger rate is currently 5p per mile.										
Flexible Working	The Group and its subsidiary companies offer a flexible working arrangement [flexi-time].										



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Probationary Period	All new employees are required to complete a 6-month probationary period.
Support and Supervision	All staff will participate in our Performance Management System, which includes at least three formal Review Meetings with your line manager.
Smoking	All Link group offices operate a NO SMOKING POLICY. Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.
Health & Safety	Link promotes a healthy working environment and achieves this aim by supporting an active, staff-led Health and Safety Committee.
Health Care Cash Plan	A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]