

POST TITLE	TEAM LEADER – REPAIRS/DAMP/GENERIC
DIRECTORATE	PLACE
SERVICE	HOUSING SERVICES
RESPONSIBLE TO	REPAIRS MANAGER (TEAM LEADER – REPAIRS) SENIOR REPAIRS MANAGER (TEAM LEADER - GENERIC) SURVEYING MANAGER – DAMP (TEAM LEADER – DAMP)
NUMBER OF POST HOLDERS	15
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The postholder will be responsible for managing a team of officers delivering a high-quality repair service. The team will include officers from a range of different job roles including property inspectors, trade operatives, plant technicians, Housing Officers (damp) and apprentices.

The postholder will be responsible for driving and delivering a high performing, customer-focussed team. They will have responsibility for monitoring team, contractor, and individual performance.

to ensure that targets are achieved, and an effective and efficient service is delivered to meet the objectives of the service.

The postholder will support the development and implementation of policies and procedures, be required to comply with all relevant legislation and regulation and ensure that services support the delivery of the Council's housing strategy.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Lead and manage a team of officers including trade operatives across multiple trades, property inspectors, plant technicians and Housing Officers providing leadership, training, direction, and support.
- Carry out all tasks and responsibilities related to the management of a team including managing performance, training and development, managing absence, carrying out recruitment, and other related tasks to ensure colleagues have the tools and support to fulfil their duties.
- Manage the workload of the team to ensure resources are deployed effectively to deliver a high performing, customer focussed service. This will include allocating and monitoring work of both internal and external resources.
- Ensure work undertaken by the team and contractors is completed to a high standard, and is fully compliant with processes and procedures, including accurate and timely updating of systems.
- Ensure work is monitored effectively and completed within agreed timescales, costs, and quality standards.
- Ensure that health and safety requirements are fully complied with, including ensuring Health Surveillance for all members within the team is fully compliant and any issues addressed.
- Promote and maintain good working relationships with customers, colleagues, and other services to ensure the delivery of an excellent housing repairs service at a local level.
- Provide advice, support, and assistance to the Housing Services senior management team and deputise as required.

- Make recommendations on business processes, projects and procedures designed to improve cost-effectiveness and efficiencies.
- Make operational decisions considering risks, costs and benefits associated with effective asset management and considering tenants' wellbeing.
- Implement effective financial and management control procedures and monitor spend related to own area of responsibility.
- Use initiative and creativity to identify opportunities for service improvements and/or more efficient ways of working.
- Build effective relationships with a diverse range of internal and external stakeholders.
- Ongoing communication with the public and elected representatives
- Responsible for resolving complex issues with Suppliers and Sub-Contractors maintaining a professional relationship.

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Must be qualified to SVQ4 / HND level in relevant technical discipline, or have considerable management experience, along with a relevant technical qualification as well as demonstrated competence, including managing services and projects, budgets, staff, and customers.
- Provide and consider appropriate advice in relation to operational decision making. Decisions will be made on appropriate guidance to staff and interpretation of legislation, policy, and strategy and in compliance with relevant statutory duties, financial targets, performance targets, procurement rules and financial regulations.
- Make decisions in relation to performance management including what appropriate action should be taken for poor performance.
- Make decisions on complaint resolution on a regular basis and take appropriate action to resolve issues to the customer's satisfaction.
- Decisions will impact on the management and quality of the Housing Service in Edinburgh including compliance with statutory duties and legislation, delivering services on target, within budgets and business plans, tenant and customer satisfaction, staff and contractor safety and security.
- Decisions will impact on overall performance against targets, customer satisfaction and financial success.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

- Full responsibility for directing and managing multiple resources to meet deadlines and for assessing priorities on a regular basis that have significant impact on the service delivery and financial viability of the organisation.
- Participate in the out of hours emergency service on a rota basis, acting as main point of contact, making any decisions reasonably required, including decisions for workforce safety, emergency repairs, assessing priorities and planning resources.
- This is an operational post and considerable site attendance/activity will be necessary in a building maintenance and construction environment.
- Work Environment is based both office and site environments, with on-site activity in all weather conditions in a building maintenance and construction environment and within tenant's properties, some of whom have challenging lifestyles.
- Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines. Health and safety guidelines with risk assessments should be adhered to when conducting site visits. Operate in accordance with the Council's Lone Working policy.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)

- Responsible for the recruitment, induction, management, and development of up to 15 officers across a range of roles (GR 4 to GR6).
- May be responsible for the supervision and management of several external framework contracts.

RESOURCES

- Responsible for the fleet, equipment, tools, PPE, and ICT resources of the team and ensuring they are maintained and serviced as necessary.
- Although not a budget holder, accountable for ensuring spend against the Housing Service repairs budget is effectively controlled and monitored.

HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).