**Yorkshire Housing Role Profile**

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| **Job title:** | Repairs Supervisor | **Leader of others:** | Yes  |
| **Reports to:** | Repairs Team Leader | **Contract type:** | Fixed-Base |
| **Business Area** | Homes & Places  | **Budget holder?** | No  |

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| **Job purpose** |
| The Swarcliffe technical team is responsible for reactive, void, planned maintenance and compliance works of around 1400 properties, on behalf of Yorkshire Transformations. We also work closely with Leeds City Council as part of a PFI contract.In this role you will enjoy supporting our diverse customers from all communities, including vulnerable customers. You will be customer focused and enjoy making an impact on customers' lives and be able communicate in a non-jargon, friendly way about repairs and improvements to their homes. You will lead the co-ordination of the day-to-day management of a multi-skilled operative to deliver a high quality and effective repairs service. You will provide technical advice, direction and leadership to enable excellent customer service in line with our values.You will also undertake multi skilled (joinery, plumbing and building related) tasks within the scope of the role to include general property repairs, working on empty homes and planned maintenance projects, to ensure high standards of customer service and quality of work are delivered and maintained. |

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| **Key responsibilities** |
| **Role competency** * Complete quality control audits, identifying corrective actions, and coaching and development of operatives.
* Within the team embed a customer centric approach and play an active part, in achieving high first-time fix on repairs, making every attempt to complete responsive repairs at the first visit and following appointment processes at all times.
* Provide excellent customer care & if necessary, deescalate potential complaints & use persuasive skills to educate customers on repairs that need to be undertaken.
* By using your own initiative, resolve where practical any minor/routine technical difficulties on site, liaising with your Team Leader as and when required.
* Ensure all works and inspections are carried out efficiently and within contractual timescales to maximise the performance and profitability of the PFI service.
* Assist in the effective delivery of materials and supply by liaising closely with management and suppliers, ensuring established processes are undertaken, and ensuring van stock levels are effectively managed and maintained.
* To adopt and work to our quality management systems
* Assist the YHL technical team in the diagnosis, inspection and delivery of required works to contractual timescales.
* General People related line management activities.

**Stakeholder relationships** * Work as part of a team, liaising with other teams, client officers and the Swarcliffe technical team to ensure excellent service delivery service.
* Work effectively with the Repairs Team Leader in the delivery and monitoring of performance management measures.
* To actively support and liaise with the Swarcliffe PFI management team in regard to future policies and procedures to maximise productivity, continuously improve performance and ensure customer satisfaction levels remain high.
* Stakeholder partnership working with contractors on the PFI contract.

**Compliance** * Working with the Repairs Team Leader to ensure that work undertaken is complaint within all industry statutory, legislative regulations and is compliant.
* Work safely within the terms of YHLs safety manual, RAMs and the requirements of the Health and Safety at Work Act, adopt best practices in regard to health & safety always *Taking personal responsibility for own Health and Safety and awareness of protecting others*
* Ensure all works are undertaken in line with H&S requirements and that Risk Assessments and safe systems of work are followed and adhered to at all times.
* **The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed**
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| **What you’ll bring to the role** |
| The main things: |
| * Extensive and wide-ranging experience undertaking multi skilled property repairs.
* Strong communication skills and friendly approach. Able to work closely in a close-knit team, and be the face of Yorkshire Housing to our customers.
* Team player, able to work across different teams and influence others for successful outcomes for customers.
* Focus on customer care and ensuring customer satisfaction.
* Experience in deescalating complaints.
* Excellent problem solver, with a focus on fix it first and able to maximise value for money and disruption to our customers.
* Enthusiastic about and open to change, where priorities can change quickly.
* Self-motivated, proactive and able to work on own initiative
* Health & Safety Awareness for yourself, our customers and the people you lead.
* From time to time, work out of hours to provide repairs and maintenance services as necessary, and may be required to take part in a call out rota for emergency works cover.
* Computer literate or willingness to adopt to software-based systems after training.
* Driving license
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| **It would be a bonus if you have:** |
| * Related Building/Joinery qualification (C&G, NVQ or equivalent)
* Previous people management experience, ability influence, allocate resources, clearly articulate goals.
* Advanced Building / trade Craft qualification
* Experience of working in similar environment such as Social Housing or similar
* Health & Safety Regulations, such as risk assessments.
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| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work. **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.**Be curious** • Think differently • Ask questions • Keep learning.**Make it happen** • Own it • Do it • Be empowered.**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.**Have fun** • Enjoy work • Be yourself • Stay connected.We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles.  |