**Yorkshire Housing Role Profile**

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| **Job title:** | Swarcliffe PFI - Senior RepairsTeam Leader | **Leader of others:** | Yes |
| **Reports to:** | Contract and Operations Manager PFI | **Contract type:** | Fixed base |
| **Business area:** | Swarcliffe PFI | **Car allowance:** | Yes |
| **Budget holder:** | No | **DBS required:** | Yes |

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| **Job purpose** |
| You’ll lead a team of, Trade Operatives, planners and Surveyors and provide oversight of the delivery of a high quality responsive repairs service, empty homes and planned works in order that the right skills and resource are utilised for the completion of a job.  You’ll motivate your team to take pride in the service they provide, do the right thing, not the easy thing always putting the customer at the heart of what they do. You’ll create a culture of inclusion and continuous development. You will undertake Void management and be responsible for contractual targets  You’ll take proactively ownership of workforce planning, lead on customer complaints and implementing improvemenets as a result of learning from complaints and operational issues to ensure the service is delivered efficiently and key targets are met.  You’ll lead by example by championing Health & Safety ensuring cyclical checks are conducted and evidenced and proactively look to reduce incidents to keep our employees and customers safe. |

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| **Key responsibilities** |
| * You’ll provide day-to-day leadership for your team. This involves being a key trusted contact for all queries, ensuring your team feel supported, valued and listened to and cascading important communications to keep your team in the loop with business news * You’ll ensure all works undertaken by your team are safe and in compliance with internal and external compliance requirements as well as the Swarcliffe PFI contract * You’ll oversee the operational delivery of responsive repairs, empty homes and planned works proactively managing the performance of teams to ensure a high quality service at all times whilst also meeting contractual targets * You’ll effectively workforce plan, identifying where resources are required to meet demand, ensuring the right skills and resources are utilised to complete the job, you’ll manage your teams workload to ensure that inspections are completed in required timescales and standards * You’ll proactively identify performance concerns where KPI’s may be affected and mitigate the impact and positively manage these issues, escalating to Contract Operations Manager if required * You’ll work with key stakeholders to ensure the services run efficiently and effectively and overcomee operational challenges and communicate an adequate solution to meet targets and customer expectations * You’ll be a service matter expert for the business, looking to maintain high standards, coaching and/or upskilling your team to ensure the right skills are contained within your team to deliver a service to be proud of * You’ll manage the performance of sub-contractors and other resources on a day-to-day basis, and ensure a service is delivered commercially and in keeping with our standards * You’ll proactively deal with complaints ensuring satisfactory outcomes for our customers and taking ownership and work with other teams across the business to ensure customer satisfaction * Keep abreast of all legislative changes and implement accordingly within the contract * You’ll be flexible to deliver and meet internal and external targets both in terms of time scales and quality standards * You’ll ensure data and reporting is accurate and provided in a timely manner to the relevant person/team * You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls.   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:** |
| * You have significant experience in repairs, empty homes and planned works as well as coaching colleagues to meet operational targets/ standards. Ideally within Social Housing * You have significant experience managing and leading Health and Safety processes, Compliance knowledge in relation to property maintenance and improving operations to ensure our customer and employees are always safe * You’re aware of what it takes to deliver a service to the agreed cost, time scales and standards. * You can identify performance issues and gaps in quality quickly and liase with employees, key stakeholders and contractors to rectify these * You have an understanding of budgets and experience managing sub contractors * Excellent IT skills and must be comfortable using Excel, Word and multiple systems * Promote the culture and lead by example, ensuring our people are safe, our properties are compliant and we deliver services in a customer and employee obsessed way * You have an eye for detail on the quality of services and how the team maximise efficiency and effectiveness whilst adhering to strict deadlines and kep performance indicators in line with the Swarcliffe PFI contract * You’re target-driven and work well under pressure in a fast paced service * You have excellent planning and organisational skills to effectively work force plan and are able to respond and react as priorities change * You’re a real people person, and a great communicator. You’re able to empathise with others and provide overallteam and individual support for those that need it and influence others outside of your team including contractors and suppliers * You’re passionate about developing people and are always looking to push people to the next level and enhance their skills * You’ll want to continually improve how you and your team work and drive continuous improvement * You’re passionate about people development and are always looking to push yourself and your team to the next level and enhance their skills * You’re able to juggle multiple priorities at once and are comfortable with these priorities changing quickly and be able to problem solve as demands change * Full UK Driving License and access to a car * Eagerness to develop own skills and adapt to change * Personal values and approach that align with YH’s values * Ability to work flexibly in line with Hub, Home and Roam principles * An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues. |
| **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. |

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| **Date Role Profile last reviewed:** | February 2025 |