**Yorkshire Housing Role Profile**

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| **Job title:** | Tech Coach (Building Services) | **Leader of others:** | No |
| **Reports to:** | Building Services Team Leader | **Contract type:** | Mobile |
| **Business Area** | Repairs and Investment Delivery | **Budget holder?** | No |

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| **Job purpose** |
| Reporting to the building services team leader, you’ll have the responsibility for the effective day to day quality building services operatives to ensure they are delivering a great customer experience.  In addition to undertaking operational activities, you’ll provide effective technical guidance, advice and support to operatives, ensuring that all work undertaken is compliant with all statutory regulations and safe methods of working.  You’ll motivate operatives to put the customer first and support the team as they strive to constantly improve the quality of service they deliver.  You’ll support in formulating internal processes & procedures are followed by a process of quality control audits and the implementation and monitoring of corrective actions. |

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| **Key responsibilities** |
| You’ll provide a point of contact for referrals and second opinions by operatives, surveyors and colleagues across the business, providing them with your technical operational insight.  You’ll ensure that all building services operatives comply with all relevant health and safety legislation and building regulations.  You’ll undertake sample checks and quality control of operatives, scoring fairly against agreed criteria, providing consistent evaluation and effective feedback to support operatives to improve and keep learning.  You’ll work effectively with the team leader to deliver and monitor performance management measures and will identify performance issues regarding technical capabilities and/or attitudes and behaviours, escalating to team leader when required.  Support in proactively dealing with complaints and deescalating potential customer complaints.  Working closely with the building services team leader, you’ll identify training needs at a technical level. You’ll implement individual improvement strategies, creating a coaching culture to upskill operatives and encourage continuous improvement.  You’ll create trust and act as a role model for operatives - demonstrating quality, efficiency, compliance, accountability and customer-centricity.  When required, you will step-up into a team leader role, providing effective people management for operatives.  You’ll undertake building services work when required.  You’ll provide a tech coach service to the Empty Homes function, if required.  **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 undertaking repairs work in a customer facing environment. * Your customer focussed, with an ability to understand and help meet customer expectations and coach this in others. * You have an appetite for transformational change and continuous improvement. * You’re a real people person and an excellent communicator - you can build trust with others and form strong working relationships based on mutual respect. * You’ll be able to constructively challenge and offer solutions. * You can positively influence and motivate others to strive to be the best version of themselves. * You’re passionate about developing people and can spot potential in others. * You can demonstrate a thorough knowledge of current health and safety best practise. * You have an eye for detail and can identify gaps in quality quickly. * A willingness to learn about reporting, providing reports and learning new systems. * You’re passionate about diversity and inclusion, and ensuring all operatives are treated fairly and inclusively. * You can work flexibly over the Yorkshire region. * You have a full driving license valid for the UK. |
| **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. |