



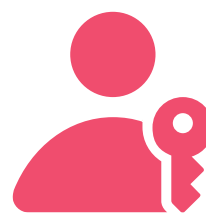
**Yorkshire
Housing**

Senior Repairs Team Leader

February 2025



Key information about the role



Senior Repairs Team Leader

 **Business area:**
Homes – Swarcliffe PFI

 **Reports to:**
Contract and Operations Manager
PFI

 **Leader of others:**
Yes

 **Contract type:**
Fixed Base – Swarcliffe

 **Budget holder:**
No

 **Car Allowance:**
Yes

 **DBS check required:**
Yes

About the role

Role purpose

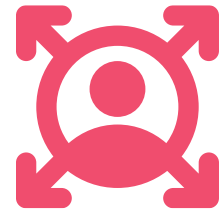
You'll lead a team of Trade Operatives, and repairs supervisors and provide oversight of the delivery of a high-quality responsive repairs service, empty homes and planned works in order that the right skills and resource are utilised for the completion of a job.

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 proactive ownership of workforce planning, lead on customer complaints and implement improvements 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.

Here's some of the things you'll be doing



We're Yorkshire by name and by nature. And we make it possible for people to have a place they're proud to call home, whether that's to rent or to buy. It's our people that make that happen, and here's how you'll be supporting:

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 is 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 always ensure a high-quality service 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 overcome operational challenges and communicate an adequate solution to meet targets and customer expectations
- You'll be a service matter expert, 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.



As you can imagine, the above might not be all you'll be responsible for in role so you might be asked to take on some other key responsibilities if they're suitable for your role.

So, what will you 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 liaise 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 keep 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 overall team 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 teamwork 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 Yorkshire Housing values



What are they?

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.

Our colleagues are amazing

We want colleagues to feel free to be themselves, which means we all share responsibility for promoting a culture of equality, diversity and inclusion. We're also each accountable for our own health and safety by following our policies and completing any training needed for our roles. Our colleagues are amazing, and the diverse skills and abilities they bring to work every day are what make Yorkshire Housing such a special place to be. You spend a lot of your waking hours at work, so we're committed to giving you a workplace where you can truly be yourself, feel valued, and have opportunities to progress and develop.

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.

