

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT	Repairs and Investment	POSTHOLDER	NA
SECTION	Housing and Safer Communities	GRADE	PO2
POST DESIGNATION	Assistant Supervisor		

Purpose of Job:

To be responsible to the Repairs Delivery Manager for:

- i) Working alongside the Repairs Supervisors to direct a team of employees that undertake housing related repairs, building maintenance, construction or related works in Council properties.
- ii) Working with the Repairs Supervisors to manage, motivate and develop staff, including setting and monitoring standards. Co-ordinate training and personal development. Assist with the allocation of work in line with Council policies and procedures.
- iii) Providing support to the Supervisors and Repairs Delivery Manager as required.
- iv) Providing technically focused clerical, administrative, programming of works and IT support for the team, in order to effectively deliver resident services.

Indirectly manages 10 to 15 consultancy and contracting staff.

Main Duties:

- 1) Be responsible for the deployment and allocation of resources, including repairs staff, materials and vehicles related to repairs work when required.
- 2) Check specifications and the suitability of equipment and materials for all types of repairs works.
- 3) Be involved in pre-inspections and the assessment of the work required to meet the Council's objectives. Plan the work of the team, ensuring the cost-effective use of resources. Undertake post-inspections and produce records to ensure all appropriate test certificates are issued and recorded.

- 4) Carry out a range of office administrative tasks with the Repairs Supervisors, including checking, verifying and collating relevant documentation and arranging 1-2-1 meetings.
- 5) Attend meetings outside standard office hours and participate actively to enact the Borough Emergency and Contingency Plans if necessary.
- 6) Cover Repairs Supervisor tasks when they are on leave or sick, making sure that service needs are met when required.
- 7) Collect technical data and key performance indicators from staff, other departments and residents.
- 8) Provide contract administration support ensuring that records are accurate and up to date. Accurately input, interrogate, update and monitor data for the departments administrative, IT systems and administration of tender documentation. Comply with contract requirements and standing orders.
- 9) Liaise with tenants and the public during works. Monitor observance with safety requirements and ensure the quality of work is maintained. Deal with technical service enquiries, ensure appropriate information is forwarded on to the relevant officer where necessary and assist with health and safety investigations as required.
- 10) Take responsibility for investigating and resolving complex cases, which includes engaging with residents, contractors, and other staff members. Ensure effective case management and resolution in collaboration with the complaints team.
- 11) Contribute to the operation of and continuous improvement of the ISO 9000 Quality Management system and to carry out the required number of Quality Control Checklists (QCC) per week as directed by the Quality Management System.
- 12) Support Repairs Supervisors with the preparation and application of any CDM (Construction Design and Management) site safety plans.
- 13) Raise orders for work as required within the remit of the team's objectives. Coordinate with the Labour Scheduling team to ensure effective resource allocation to deliver the works.
- 14) Develop knowledge in identifying, specifying and estimating additional works and produce drawings or layouts to advise and inform discussions with relevant staff.
- 15) Be responsible for direct ordering, requisitioning and chasing delivery of materials when required. To ensure quantity and quality conform to invoiced details and as required, certify invoices for payment.
- 16) Actively participate in identifying technical and customer-focused improvements in service delivery. Support the training of other members of the team as required.
- 17) Investigate and provide responses to complaints, ombudsman cases, member's enquiries and other case work relating to the service.

- 18) Support Repairs Supervisors in the development of SMART objectives, targets and achieving measurable outputs that reflect the Repairs Service strategy and business plans.
- 19) Contribute to the performance reports on meeting business objectives and targets and assist with managing and monitoring the budget (income and expenditure).
- 20) Undertake any other work appropriate to the level and general nature of the post's duties and ensure at all times whilst carrying out your duties, due diligence is given to customer care and excellent service delivery.
- 21) Carry out all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection legislation, the Council's equal opportunities and customer care policies, and the new Technology Agreement.
- 22) To undertake any other work appropriate to the level and general nature of the post's duties.
- 23) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.
- 24) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.
- 25) To perform all duties in line with Council's staff values showing commitment to improving residents' lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
- 26) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.
- 27) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the post to which the postholder normally reports to: Repairs Supervisor

Person Specification

Job Title	Assistant Supervisor
Grade	PO2
Service/Section	Repairs and Investment
Directorate	Housing and Safer Communities

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
An understanding of health and safety legislation relating to staff and the Royal Borough of Greenwich service.	E
A strong knowledge of stakeholder management and partnership.	E
Skills and Abilities	
Ability to undertake, specifications and investigations and prepare reports and recommendations for action.	E
Ability to use IT as an operational, analytical and management tool and for the managing and monitoring of budgets	E
Excellent oral, written, communication and organisational skills including prioritising and effectively managing your own workload, contributing effectively to the team always focusing on customer satisfaction.	E
Experience	
Experience in organising, directing, motivating, and developing staff, managing materials and equipment, and reporting on trends related to stock condition and targets.	D
Experience in carrying out pre- and post-inspections, conducting work assessments and preparing plans.	D
Qualifications	
A minimum of GCSEs (or equivalent) in subjects like Maths and English.	E
A degree in business management, operations, or a related field.	D
Must hold a current full UK driving license.	E

Equal Opportunities	
An understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	D
An understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	D