

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: Housing and Safer Communities **POSTHOLDER:** NA

SECTION: Repairs and Investment **GRADE:** PO4

POST DESIGNATION (TITLE): Repairs Supervisor

Purpose of Job:

To be responsible to the Repairs Delivery Managers for:

- i) Supervising and directing up to 15 trade operatives, including performing regular site inspections and investigations, to ensure that all work and planned maintenance is completed on time, within budget and to a high standard.
- ii) Liaising with tenants and staff to ensure effective communication and coordination during repair and maintenance works.
- iii) Managing contractor performance through site visits and ensuring that quality and safety standards are consistently met.
- iv) Assisting with the motivation and development of staff, including allocating work appropriately and setting and monitoring standards in accordance with Council policies and procedures.
- v) Managing the deployment and allocation of Council resources, including materials and vehicles, to support effective work processes.

Supervises up to 15 directly managed staff.

Main Duties:

- 1) Manage, direct, and motivate staff to ensure daily service targets are achieved, including the management of materials and resources to meet service requirements.

- 2) Establish and operate robust performance monitoring systems, ensuring that all individual and team KPI targets are met. Support staff in achieving required performance levels and implement informal and formal remedial plans where necessary.
- 3) Work closely with and provide technical advice to the call centre, customer services, residents, and utility providers, ensuring that queries are investigated and understood, and that customer matters are resolved expeditiously and in the most cost-effective manner.
- 4) Establish a resident-centred service that achieves high levels of excellence in customer service and liaise with tenants and the general public during works as required.
- 5) Attend meetings with tenants, leaseholders, colleagues, and other stakeholders (outside normal hours as needed) to resolve complaints and enquiries.
- 6) Use performance and resident satisfaction data to monitor service standards and take corrective action as required.
- 7) Undertake pre- and post-inspections as required, ensuring that work is clearly specified, and that materials and equipment are in place to achieve high levels of job completion.
- 8) Check specifications to ensure the suitability of equipment and materials for all types of building works. Produce records from post-inspections and ensure that all appropriate test certificates are issued.
- 9) Contribute to the operation and continuous improvement of quality management systems, including completing the required number of Quality Control Checklists (QCC) each week.
- 10) Collaborate with other trade supervisors and managers to monitor productivity and delivery, making necessary adjustments between trade teams to meet service requirements.
- 11) Develop knowledge and experience, maintain best practices, and stay up to date with changes in legislation. Be familiar with legislative and industry developments and ensure teams are upskilled as needed.
- 12) Convene and deliver toolbox talks and other forms of communication to keep trade operatives informed on work-related matters.
- 13) Liaise with Trade Union representatives to resolve minor work-related issues and refer unresolved matters to the Delivery Managers.
- 14) Assist in the preparation and operation of any Construction Design and Management (CDM) site safety plan.
- 15) Ensure that safe working standards are maintained. Ensure that protective clothing and safety equipment are readily available, kept in good condition,

and used properly. Conduct investigations as required, and promote a positive health and safety culture, taking a key role in health and safety matters and ensuring that all staff are equipped to fulfil their health and safety responsibilities.

- 16) Perform all duties with due regard to health and safety regulations, Data Protection legislation, the Council's equal opportunities and customer care policies.
- 17) Contribute to performance reports on meeting business objectives and targets, and act as a "competent person" as defined by legislation.
- 18) Pre-inspect and assess the level of work required to meet the Council's objectives and plan the team's work to ensure cost-effective use of resources while complying with contract requirements and standing orders. Work with the labour scheduling function to allocate trade operatives efficiently, maximising productivity.
- 19) Manage resources for emergency call-out works and assist as required in invoking the Borough Emergency and Contingency Plans.
- 20) Assist in managing and monitoring the budget (income and expenditure).
- 21) Raise orders for work as required, approve variations within set limits, and escalate issues when necessary. Identify, specify, and estimate additional works required, and produce drawings or layouts to inform discussions with relevant staff.
- 22) Use, supervise, and manage computerised systems, ensuring that staff receive appropriate training. Ensure full utilisation of PDA (Personal Digital Assistant) equipment by staff and maintain personal knowledge of PDAs and scheduling systems to support and train staff for full compliance.
- 23) Assist in the development of SMART objectives and targets, and in achieving measurable outputs that reflect the Repairs Service strategy and business plans.
- 24) Contribute to performance reports on meeting business objectives and targets. Review team practices and identify opportunities for improvement.
- 25) Ensure the execution of contracts in accordance with contract documents, complying with all professional standards, statutory requirements, Council policies, and procedures. Assist in preparing financial reports.
- 26) Be well-versed in the procedures and interpretation of NATF/Repairs schedule documents and reports, analysing submissions and challenging or returning certificates where necessary, providing reasons to the relevant contractor or operative.
- 27) Undertake any other work appropriate to the level and general nature of the post's duties.

- 28) 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.
- 29) 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.
- 30) 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.
- 31) 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.
- 32) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.
- 33) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)
- 34) To undertake supervision/management of staff as and when required.
- 35) 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 post holder normally reports to: Repairs Delivery Manager.

Person Specification

Job Title	Repairs Supervisor
Grade	PO4
Service/Section	Responsive Repairs and Voids
Directorate	Housing and Safer Communities

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

Criteria	Essential/ Desirable
Knowledge	
Comprehensive understanding of responsive repairs and planned maintenance, including BS8210 standards and building regulations.	E
Familiarity with legislative and professional developments in the field of repairs and maintenance, including the Charter for Social Housing White Paper.	D
Knowledge of the Royal Borough of Greenwich's policies, including equal opportunities, customer care, and health and safety regulations.	D
Skills and Abilities	
Strong supervisory and problem-solving skills with the ability to manage, motivate, and develop large teams, make informed decisions and take corrective actions during site visits.	E
Skilled in interpreting and applying BS8210 standards, contract documents, and health and safety requirements.	E
Excellent written and verbal communication skills, including the ability to produce reports, and technical documentation, liaise with tenants, staff, and contractors to resolve complaints and enquiries efficiently.	E

Experience	
Proven track record in managing contractor performance, conducting site visits, and ensuring quality and safety standards are met.	E
Experience in managing financial aspects of operations, including cost monitoring, budget management, and performance reporting.	E
Experience in ensuring compliance with contract documents, professional standards, and statutory requirements.	E
Experience in providing technical advice to call centres, customer services, and residents, and ensuring customer complaints are addressed promptly.	D
To have a sound responsive repairs and maintenance experience encompassing all types of repairs and planned maintenance work, with an ability to Supervise Operatives and Contractors with an emphasis on matters relating to BS8210.	D
Qualifications	
City and Guilds/NVQ qualification in a relevant field, or equivalent experience.	D
Evidence of ongoing professional development, such as additional qualifications or training in relevant areas.	D
Certification as a "skilled person" as defined by BS8210, with the ability to sign off associated work and documentation.	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	D
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	D