

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Works Supervisor	Grade:	P04
Reports to (Designation):	Responsive Repairs Manager	Grade:	
Directorate:	Housing	Section:	Responsive Repairs

Main Purpose of the job:

1. Responsible for managing the delivery of an exemplar repairs and maintenance service across a range of work streams for properties owned and managed by Lewisham Council.
 2. Responsibility for people and property health and safety, budget control, operational performance and ensuring the highest standards of customer service, to deliver key organisational Business Plan objectives
 3. Responsible for the productivity, value for money and quality of Voids and Repair work undertaken by operatives managed by the post holder
 4. Supervise, manage, motivate and develop trade operatives, ensuring works are completed to the required standard and operatives are trained to the appropriate level
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Summary of Responsibilities and Personal Duties:

1. Be competent and craft qualified in one of the following disciplines: (Level 2 diploma/or equivalent e.g. NVQ):- Carpentry, Plumbing, Bricklaying, or similar trade
2. Hold HNC or equivalent qualification, have experience of Supervising a team of operatives.
3. Work across all departments of the DLO as required, primarily onsite providing technical expertise and managing operational delivery of the team with reactive, frequently changing and conflicting work priorities.
4. Lead and manage a team of multi-disciplined trade operatives, including performance, training and professional development. Programme workloads for operatives to ensure all target dates are met, work in progress levels are maintained and first time fix targets are achieved.
5. Coordinate and manage the activities of the Trade Operatives to lead and motivate staff to deliver excellent services. Responsibility for training, recruitment, adherence to policies,

procedures and service standards, monitoring performance against targets and allocated duties, health and safety. Conduct 121's and appraisals, deliver toolbox talks and complete all performance management requirements in line with Lewisham Council's policies and procedures.

6. Manage work on site from initial stages through to completion, ensuring specification budget and KPI targets are met. Monitor and manage the qualitative and quantitative performance targets, whereby standards meet or exceed Lewisham Councils' service promise to residents.

7. Conduct pre, in flight and post inspections on site with operatives, demonstrating proactive control of materials, identification of defects and improvements, ensuring accurate specification and coding of quality workmanship with high standards of and customer satisfaction.

8. Complete technical surveys on properties and equipment, producing technical reports and estimates in addition to undertaking subject matter expert trade tasks in line with all personal health and risk assessment requirements.

9. Proactively, manage, control and ensure appropriate use of all allocated resource across the delivery team. To include but not limited to Operatives and staffing budget, plant and plant hire, vehicle fleet management, impress van stock audit and replenishment through tight stock control.

10. Monitor all recalls as required and ensure recall work is carried out to our customer's satisfaction with feedback as to the relevant operative as appropriate. Undertake root cause analysis of failure through recurring defects in terms of quality of work, materials and equipment to support continuous improvement and drive commerciality.

11. Identify rechargeable works on inspection and ensure that the appropriate team is informed in order to maximise income recovery and ensure repairs that are covered under the latent defects liability period (or any guarantees / warranties) are diverted through the workflow as applicable.

12. Work with the Development Team to standardise component parts for new builds and regeneration programmes with future repairs and maintenance in mind contributing innovative ideas to drive continuous service improvement. Play a key role in handovers to fully understand the future ongoing maintenance requirements.

13. Ensure that work undertaken by sub-contractors and external partners is correctly specified to deliver value for money and quality, and is completed within agreed timescales using the NATFED Schedule of Rates and bespoke SOR codes in line with requirements.

14. Ensure that the organisation complies with all relevant legislation and that staff and contractors operate in accordance with our policies, governance arrangements, financial regulations, contract standing orders, procurement processes and other relevant statutory and or professional requirements when delivering projects.

15. Take responsibility for ensuring adherence to all people and property related Health and Safety legislation, policies and procedures to assess, mitigate and manage any potential risk to staff, residents, visitors to site and members of the public.

16. Ensure that all customer communication and consultation is proactive and effectively managed with residents kept informed at all times throughout the completion of their repair. Analyse customer survey feedback to improve service delivery. Co-ordinate appropriate meetings/focus groups to ensure customers are fully engaged as part of the Repairs Service.

17. Participate in the Duty Managers Emergency Call out Service on a rota basis ensuring issues are responded to promptly and an efficient service is delivered to customers.

18. Lead the onsite co-ordination of major incidents with potential severe impact on service provision and or residents through effective stakeholder and relationship management, working collaboratively with colleagues to provide technical advice using detailed repairs and maintenance specialist and technical knowledge to achieve appropriate, imaginative and strategic solutions.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

All employees are required to participate in the Council's appraisal system and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 8

Title:	Grade	No of posts
Plumber		4
Multi-Trade		4

PERSON SPECIFICATION

JOB TITLE: Works Supervisor

POST NO:

DEPARTMENT: Responsive Repairs

GRADE: PO 4

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge

Building Regulations: Understanding of relevant building regulations and standards applicable to social housing repairs, including fire safety, accessibility, and structural integrity.

Repair Methods : Familiarity with common repair methods and techniques for addressing issues such as plumbing leaks, electrical faults, heating system malfunctions, and general wear and tear in residential properties. **(S)**

Materials and Equipment: Knowledge of various building materials, tools, and equipment used in maintenance and repairs, as well as their appropriate applications and safety considerations.

Health and Safety: Awareness of health and safety regulations and best practices in the construction and housing sectors, including hazard identification, risk assessment, and the use of personal protective equipment (PPE). **(S)**

Documentation and Reporting: Proficiency in maintaining accurate records, documentation, and reporting systems for tracking repair requests, work orders, inspection reports, and compliance with regulatory requirements.

Customer Service Principles: Understanding of fundamental principles of customer service, including active listening, empathy, responsiveness, and professionalism when interacting with tenants and addressing their repair needs. **(S)**

Computer Literacy: Basic proficiency in using computer software and digital tools for scheduling repairs, communicating with team members and stakeholders, and accessing relevant information and resources online.

Legal and Regulatory Framework: Awareness of relevant legislation, policies, and regulations governing social housing provision, tenant rights, landlord responsibilities, and contractual obligations with contractors and service providers.

Environmental Considerations: Knowledge of environmental sustainability principles and energy efficiency measures applicable to building maintenance and repair activities, with a focus on minimising environmental impact and promoting sustainability initiatives.

Emergency Response Procedures: Understanding of emergency response procedures and protocols for dealing with urgent repair issues, such as gas leaks, flooding, electrical emergencies, or severe structural damage, to ensure the safety of occupants and properties.

Skills

Team Management: Ability to lead, motivate, and develop a team of repair technicians, fostering a positive and collaborative working environment. **(S)**

Time Management: Proficient in managing time effectively to ensure prompt response to repair requests, adherence to deadlines, and efficient allocation of resources.

Adaptability: Capacity to adapt to changing priorities, work demands, and situations in a fast-paced environment, while maintaining a high level of performance and professionalism. **(S)**

Conflict Resolution: Strong conflict resolution skills to address and resolve disputes or disagreements among team members, contractors, or tenants in a fair and constructive manner. **(S)**

Analytical Thinking: Sound analytical skills to assess repair requirements, diagnose issues, and develop appropriate action plans to address maintenance needs efficiently.

Continuous Improvement: Commitment to continuous improvement by seeking out opportunities to enhance repair processes, increase efficiency, and deliver better outcomes for tenants.

Stakeholder Management: Proficient in building and maintaining positive relationships with internal stakeholders (e.g., property management teams, maintenance staff) and external stakeholders (e.g., contractors, suppliers, tenants).

Quality Assurance: Dedication to ensuring repairs are completed to a high standard, conducting regular inspections and quality checks to maintain the integrity and safety of social housing properties. **(S)**

Resource Management Ability to effectively manage resources, including materials, equipment, and personnel, to optimise productivity and minimise costs while meeting repair objectives. **(S)**

Experience

People management experience **(S)**

Previous experience in a local authority/social housing

IT Literate (Microsoft packages) and experience of PDA technology **(S)**

Demonstrable experience of working in the building and trades industry. **(S)**

Customer Service experience

Excellent communication skills

Professional Qualification and Education

HNC or equivalent qualification or experience **(S)**

Level 2 diploma or equivalent e.g. NVQ in a maintenance trade **(S)**

Equality & Diversity

Encourages staff to work with colleagues /partners from across the organisation and outside to deliver Lewisham Councils Ambitions.

Meets regularly with staff, involves them in decisions, which affect them, asks their opinion uses their knowledge and experience to deliver a better service. **(S)**

Acts as an ambassador for their team

To create thriving communities and places people are proud to call home

Encourages staff to be open to Encourages staff to be open to an inclusive and diverse culture,

Appreciating an inclusive and diverse culture, appreciating the value of diversity, and encouraging others to do so.

Ensures all team members are included in Ensures all team members are included in discussions and activities discussions and activities. **(S)**

Acts as a role model in own attitudes and behaviour to give an example for in own attitudes and behaviour to give an example for others to aspire to. **(S)**

Builds teams which are diverse in composition.

Personal Qualities

Flexible to using new technologies and work patterns **(S)**

Able to adapt to differing systems and circumstances **(S)**

DBS Disclosure Required? No ☐ Basic ☒ Enhanced ☐

(Tick as appropriate – guidance available from your HR Advisor)

Physical

Generally candidates must meet the standard Lewisham requirements for the post