


Hanover (Scotland) Housing Association Ltd

Job Description	
Position:	Repairs Supervisor
Department	Customer Services
Reports to:	Customer Service Centre Manager
Grade:	6
Date:	20 October 2015

The logo for Hanover Scotland features five stylized house shapes in a row, colored pink, blue, teal, yellow, and orange from left to right. Below the shapes, the text "HANOVER SCOTLAND" is written in a bold, sans-serif font.

Purpose of Job

To ensure that the frontline reactive repairs function managed within the Customer Service Centre (CSC) operates efficiently and effectively and that key performance indicators for the service are met.

Main duties and responsibilities

1. Staffing

- 1.1. To be responsible for the day to day supervision of the staff processing reactive repairs within the Customer Service Centre (CSC) ensuring the efficient and effective delivery of the reactive repairs function.
- 1.2. To ensure that all current staff and new recruits are fully trained in the function of the reactive repairs service. To take full line management responsibility for the team, ensuring adequate support, monitoring and appraisal of the staff you manage.
- 1.3. To ensure continuity of service provision, ensuring that adequate cover is available for each area when addressing annual leave, sickness and other absences.
- 1.4. To undertake annual performance reviews for the reactive repairs team, identifying performance issues, learning and developmental needs, ensuring follow up reviews every six months and to address any performance or conduct issues which may arise.
- 1.5. To delegate workload to your staff to ensure they meet the required key performance indicators (KPIs)

2. Service Performance

- 2.1. To work with management to develop performance service standards for the reactive repairs team and to ensure that they are applied and delivered competently and effectively.
- 2.2. To monitor the overall performance and service quality, ensuring that appropriate, timely and clear action is taken to remedy deficiencies and implement improvements. To develop a range of reports to assist in this activity.
- 2.3. To ensure that the processing of contractor invoices is undertaken by your team timeously and efficiently.
- 2.4. To ensure that all information is input accurately and if required presented in an appropriate format for presentation to the CSC Manager, Director of Customer Services and other departments as required.

- 2.5. To ensure the smooth handover of the service from/to Telecare at the beginning/end of the working day, ensuring good communications are maintained for this purpose.
- 2.6. To manage the property related elements of the relet / voids process ensuring appropriate performance with agreed targets; to liaise with other staff involved in the process regarding progress and completion.
- 2.7. To assist and take a lead role in ensuring the reactive repairs function is fully voice recorded and on completion that monitoring of calls takes place and standards of compliance are met.
- 2.8. To perform quality assurance checks in order to ensure accurate and appropriate delivery of the reactive repairs function.
- 2.9. To deal with any complex reactive repairs jobs, escalating any which are of highly technical or costly nature to the appropriate staff in the Asset Management Department.

3. Administrative duties

- 3.1. To collate all relevant procedures dealing with the various functions of the reactive repairs operation, where there are no procedures, to design procedures and work flows to complete tasks competently.
- 3.2. To ensure procedures are timeously and accurately updated and reviewed, ensuring that they are available via the HUB (intranet) to all CSC staff.
- 3.3. Complaint handling: where required gather call related information and investigate to provide an outcome of events.
- 3.4. To address quickly and effectively any over target reactive repairs orders, working with your staff and development based staff as required.

4. Financial

- 4.1. Liaise with staff in Asset Management regarding information they may require to develop and monitor the budget for reactive repairs (which is held in Asset Management).
- 4.2. Ensure term contractor's variations and applications for payment are carried out by your team.
- 4.3. Ensure recharges are promptly actioned and maintained in each area.

5. Working with others

- 5.1. To engage with your team and other colleagues in the CSC to develop good working relationships.
- 5.2. To attend regular Operations Meetings providing an overview of your team's progress, ensuring awareness of and compliance with the all key performance indicators.
- 5.3. To act as the first point of contact, on technical repairs matters and Open Housing queries relating to reactive repairs, for those frontline housing staff (eg Development Managers) who log reactive repairs.
- 5.4. To work closely with the Repairs & Voids Manager (in the Asset Management department) to ensure that regular communications are maintained, good working relationships are developed and activities are coordinated.

- 5.5. To ensure good working relationships are developed and maintained with the contractors used to deliver the reactive repairs service. To meet with contractors as required and to escalate any serious problems with contractors to your line manager and to the Repairs & Voids Manager as required.
- 5.6. To work with staff in ICT to ensure that the systems used are effective for the operation of the reactive repairs service.
- 5.7. To assist and share knowledge and experience with colleagues as required.

6. Supporting Duties

- 6.1. To consider health and safety requirements related to works, instructing contractors where required, obtaining risk assessments and method statements for review by technical staff; act on reports from staff and residents on contractors' health and safety management, record and refer to technical staff for investigation.
- 6.2. To be aware of the Association's asbestos register and consult as required when issuing works, advising contractors as appropriate and seeking plans of work where required.
- 6.3. To monitor contractors' performance and collate statistical performance information and producing reports as necessary for senior staff.
- 6.4. To carry out any other duties as required by the Customer Services Centre Manager.

Involvement with Others

The post holder will be responsible as line manager for the reactive repairs staff in the CSC

Working Relationships

The list below provides an outline of relationships:

Internal

Property Customer Services Assistants

Staff in the Enhanced Housing, Care and Factoring Strategic Business Units.

Technical staff in the Asset Management Department

Sheltered and Very Sheltered Housing Managers and other equivalent managers of services.

Health, Safety and Well-being Manager

Staff of the Association's other departments.

External

Residents and persons acting on their behalf.

Contractors.

Other Details: The post holder

Must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee

to observe all rules governing health and safety and such safety equipment as provided must be used.

Must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

Must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title:
Repairs Supervisor

Criteria	Essential/Desirable
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • Good listening skills and ability to establish the purpose and detail of exchanged information, particularly via telephone. 	Essential
<ul style="list-style-type: none"> • Staff supervision skills, including appraisal, to ensure that team members are well motivated, competent to operate effectively and achieve required standards of performance. 	Essential
<ul style="list-style-type: none"> • Able to organize staff team and other resources to meet workload and resolve immediate and short-term issues on own initiative. 	Essential
<ul style="list-style-type: none"> • Knowledge of defects/repair , voids/re-lets procedures and understanding of planned maintenance programming. 	Essential
<ul style="list-style-type: none"> • Ability to liaise effectively with contractors to action work, monitor performance and resolve short term/routine issues. 	Essential
<ul style="list-style-type: none"> • Understanding of and ability to develop and monitor high quality customer service provision.. 	Essential
<ul style="list-style-type: none"> • Able to research and provide data for management reports; draft routine reports. 	Essential
<ul style="list-style-type: none"> • Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail and the ability to understand and use corporate data management systems. 	Essential
<ul style="list-style-type: none"> • Understand and be able to apply budget setting and expenditure monitoring.(Need to relate this to duties of the post as none specifically point to this activity) 	Essential
<ul style="list-style-type: none"> • Administrative skills to ensure systematic collation, recording and monitoring of data. 	Essential
<ul style="list-style-type: none"> • Health and safety knowledge and skill to supervise workplace by means of conducting hazard and risk assessments. Understand purpose of method statements and health and safety duty required of Association and contractors respectively. 	Desirable
<p>2. Experience <i>This section specifies the level and quality of experience required.</i></p>	
<ul style="list-style-type: none"> • One year's experience of applying the above noted skills in a maintenance or facilities management service. 	Essential
<ul style="list-style-type: none"> • Applied in a call-centre or equivalent service 	Essential
<ul style="list-style-type: none"> • One year's experience of staff supervision 	Desirable
<p>3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i></p>	

<ul style="list-style-type: none"> Higher or equivalent standard of education 	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> No additional information 	
5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential