



## JOB DESCRIPTION

<b>Job Title:</b>	Local Delivery Maintenance Team Leader
<b>Reports To:</b>	Local Delivery Manager
<b>Team:</b>	Local Delivery Team
<b>Directorate(s):</b>	Operations
<b>Grade:</b>	BHA H
<b>Job purpose:</b>	<p>Working effectively with the Local Delivery Manager and Team Leader to help lead and manage a local delivery team providing frontline services to our residents, including, but not limited to, responsive maintenance, neighbourhood services, tenancy management, tenancy support and tenant involvement activities.</p> <p>This post takes joint responsibility, with the Local Delivery Maintenance Team Leader (East) , for management of Repairs and Voids across all BHA properties</p>

### Overview:

#### 1. Key skills to do the job

- Leadership and management skills to effectively help lead an outcome focussed team with a wide variety of professional knowledge, skills and experience, some of which will be different to your own, within the constraints of approved policies and procedures
- Ability to stay aware of and interpret relevant legislation and regulation applicable to the responsibilities of your team and to ensure that the area operations team comply with them.
- A positive attitude to cross team and cross directorate partnerships to ensure that we provide the best service we can achieve for our tenants and prospective tenants within the constraints of our approved budgets
- A thorough knowledge and understanding of Property Maintenance and the ability to identify a scope of works required in tenanted homes and empty homes (voids).
- Skills to oversee contract management for a small number of suppliers and/or contractors to ensure we comply financially and their performance is monitored

<b>Required behaviours – Mandatory for all roles within Broadland</b>
<p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.</p> <p><b>Openness</b> You will admit to mistakes and learn from them.</p> <p><b>Responsible</b> You will actively use your skills and knowledge to ensure high quality outcomes.</p> <p><b>Collaborative</b> You will support Broadland's one team approach and challenge silo working when you are aware of it.</p> <p><b>Fair</b> You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.</p> <p><b>Innovative</b> Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult</p> <p><b>Reliable</b> You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.</p> <p><b>Trustworthy</b> You will demonstrate professionalism in all that you do and stick to our approved policies and procedures</p>
<b>2. Communication &amp; Interpersonal Skills</b>
<ul style="list-style-type: none"><li>• Ability to communicate at all levels, both internally and externally using all mediums of communication, including ability to deliver high quality professional presentations and well-structured written reports.</li><li>• Ability to mentor, coach and support team members, as appropriate, in order to support high levels of staff engagement and to deliver high levels of tenant satisfaction with our services.</li><li>• Ability to demonstrate professionalism when engaging with tenants, external stakeholders, consultants and board members and to be an effective ambassador for the Association.</li></ul>
<b>3. Delegated authority</b>

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

### **Key activities of the role:**

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by their line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

This post will take joint responsibility (with the Local Delivery Maintenance Team Leader (East) ) for the inspections and management of repairs and empty homes (voids) and the inspection of homes for Mutual Exchange across all BHA Properties.

Working effectively with the Local Delivery Manager, to help deliver the functions of the Local Delivery team within approved budgets, policies and procedures and consistent with programme planning undertaken by the Asset/Technical Services team, in order to meet agreed performance targets. The key functions of the area operational team are the delivery of the following services in their area: -

- Responsive Maintenance
- Electrical testing and repairs
- Heating servicing, repairs and installations
- Estate maintenance
- Neighbourhood Management, including lettings
- Communal Cleaning
- Scheme management
- Tenant Involvement
- Tenancy Support

When the Local Delivery Manager and Local Delivery Team Leaders are absent from the business, to support and manage employees who are not in your expert area of the area team and to liaise with colleagues across the Association.

You will be expected to manage and supervise the Local Delivery Managers primary responsibilities when they are absent from the business.

The table indicated the primary activities of this post, together with an indicative list of the responsibilities of both the Housing and Maintenance leads.

Although your team will focus on one primary geographical area, you will retain joint responsibilities with the other local delivery teams for service provision across BHA's area.

<b>Local Delivery Team Leader – key responsibilities</b>
<ul style="list-style-type: none"><li>• Takes a lead (including line management responsibilities) for either lettings and empty properties (voids), or for managing existing homes and tenancies.</li><li>• Manage effectively tenant enquiries, complaints and incidents that occur i.e fire/flood that are critical to the business</li><li>• Supports and works closely with the Local Delivery Manager in order to ensure that the area operations team delivers its functions at or above agreed performance targets.</li><li>• Motivates employees to deliver excellent services and support to each other.</li><li>• Supports and promotes tenant engagement activities within your area, in conjunction with the Communication and Tenant Participation team</li><li>• With the Local Delivery Manager, liaises effectively with the Assistant Housing Director , the Assistant Asset Director , Assistant Maintenance Director and the Technical Services Managers to ensure that the area operations team delivers against key priorities and approved programmes</li><li>•</li></ul>

<b>Housing Lead - Responsibilities</b>	<b>Maintenance Lead - Responsibilities</b>
<ul style="list-style-type: none"> <li>• Deliver proactive allocations, lettings, tenancy management, tenancy support and management of neighbourhood issues and anti-social behaviour services across the area</li> <li>• Achieve high levels of tenancy sustainment</li> <li>• Deliver cleaning services to agreed service standards to schemes</li> <li>• Manage Scheme Managers responsible for sheltered housing and any other appropriate schemes in the area.</li> </ul>	<ul style="list-style-type: none"> <li>• Deliver responsive maintenance services to tenants' homes including day to day repairs and voids</li> <li>• Deliver cyclical servicing and repairs to heating, including gas, oil and renewable systems</li> <li>• Deliver electrical repairs</li> <li>• Maintain Broadland Housing estates to agreed service standards</li> <li>• Manage effectively tenant enquiries, complaints and incidents that occur i.e fire/floor that are critical to the business</li> <li>•</li> </ul>

#### **Common Features applicable to all roles within Broadland:**

- Flexibility in out of hours working, as business needs dictate, including attending tenant participation and training events out of normal working hours.
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission, values and behaviours of the Corporate strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Association for it to fulfil its legal obligations.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. These principles apply to all systems containing personal data that you use, and all personal data that you process or have access to. Full details can be accessed via the Data Protection Policy.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



## PERSON SPECIFICATION

**Job Title:** Local Delivery Maintenance Team Leader

### Essential Criteria

#### Qualifications

- A minimum of GCSE level Qualification to include passes in Maths and English
- A good knowledge of the general building/construction industry and an HNC or similar qualification
- Driving Licence

#### Experience

- Managerial experience in repairs and maintenance with in-house delivery.
- Ability to understand work with multiple trades
- Knowledge and understanding of compliance requirements for repairs and maintenance
- Coordinating or managing projects, improving team processes and procedures.
- Ability to work collaboratively as appropriate for the benefit of the business, forms strong networks with peers & colleagues.
- Champions digital improvement & has strong digital competence.
- Influences and supports team.
- Performance & Change management.
- Effective budgeting, financial administration and other finance abilities.
- Application of strong numerical, verbal and written communication skills.
- Collaborative multi agency/ partnership working to achieve results.
- Excellent ability to manage operational delivery.
- Evidence of successfully gaining buy-in from groups of employees when implementing changes or new ways of working.
- Demonstrating effective communication at all levels, including to large groups & Senior Management.
- Understanding of the regulatory requirements for housing associations.
- Knowledge and understanding of Microsoft software i.e Outlook, Teams, Word, Excel, Edge

### Desirable Criteria

#### Qualifications

- Health and safety qualification

## **Experience**

- Using Social Media to promote services and increase customer engagement
- Experienced in Coaching to influence and create successful teams.