



# Team Leader - Maintenance

<b>Level:</b>	Grade 8
<b>Team:</b>	Major Works
<b>Line Manager:</b>	Senior Team Leader
<b>Responsible for:</b>	A number of Multi Trade Construction Operatives dependent upon the work area

## About the Job

- Take a lead role in the delivery of various repair and maintenance services ensuring efficient and effective service provision
- Organise and control an efficient and cost-effective maintenance and repair service for a designated area taking responsibility for all directly employed tradespeople and use of any sub-contractors or agency staff as appropriate
- Promote the service at all times in a manner consistent with the Customer Charter ensuring a high standard of customer care is achieved at all times

## You'll be trusted to

- Ensure that the Repairs teams perform within agreed and established targets, Key Performance Indicators and budgets
- Support Vico Homes Vision and Corporate objectives
- Contribute to continuously improve levels of customer and employee satisfaction
- Deliver services in a manner which supports Vico Homes brand and enhances the organisation's reputation
- Continually seek opportunities to introduce new working practices that generate efficiencies
- Contribute to the development and assist with the delivery of customer service excellence across all aspects of the service
- Ensure that all work is compliant with Vico Homes approach to Equality and Diversity, GDPR, human rights and confidentiality
- Be responsible for delivering operational plans and policies that deliver a high quality and cost-effective maintenance service
- Be responsible for the production, implementation and control of effective and efficient manual and computerised record systems and procedures for all current work streams

- Participate in the operation of the current salary scheme including review, maintenance and control and to carry out investigations where directed into queries or problematic areas
- Prepare and assist in the delivery of agreed performance targets that contribute to team plans whilst delivering quality outcomes within set budgets and targets which may be based on plans, specifications or site measurement
- Undertake effective communication at all times at all levels within the organisation and externally to promote positively the work of Vico Homes
- Lead on team briefings and toolbox talks delivering a corporate message and up to date health and safety regulations
- Be responsible for control of agreed systems and procedures, to ensure that Construction Services achieves its objectives and operates on a financially viable and competitive basis
- Ensure that performance is achieved in line with current targets and timescales also taking account of customer satisfaction
- Ensure that a full training programme is developed and maintained for operatives in all construction disciplines that fulfil Vico Homes requirements to fully comply with all current Regulations, Codes of Practice and Legislation
- Ensure that performance and development conversations, MSM's and sickness interviews are carried out in accordance with Vico Homes procedures. Where required this will also include investigations and disciplinary hearings
- Have supervisory responsibility for all transport being used by operatives you are responsible for including hire vehicles ensuring that all safety checks and regulations are complied with
- Continually challenge what we do and how we do it, to continually strive to be the best and set the standard for others to aspire to, to drive further efficiency savings for the benefit of Vico Homes and our customers
- Assist in the management of CDM and Health and Safety to ensure that safe working practices are maintained at all times
- Undertake any other duties commensurate with the overall purpose of the job and the grade

### Who you'll work with:

**Internal:** All Vico Homes colleagues, Elected Board Members etc

**External:** All stakeholders of Vico Homes, Suppliers, Regulatory / Accredited Bodies, External Organisations include NHS, Private Tenants, Other Contractors

## Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 2 of the Regulated Qualifications Framework in a relevant construction related field	✓		AF/CQ
A confident, independent and effective decision maker	✓		AF/I
Able to work as part of a team to deliver targets	✓		AF/I
Evidence of highly effective communication skills with colleagues, managers, customers and stakeholders	✓		AF/I
High standard of personal and professional integrity	✓		AF/I
Good awareness of Health and Safety Legislation and Management	✓		AF/I
Experience of working within a customer focused environment and dealing with a wide range of situations	✓		AF/I
Experience in solving building defects and able to apply remedies	✓		AF/I
Significant experience in an appropriate construction related field	✓		AF/I

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
Evidence of the effective use of computerised management information systems for the monitoring and control of work processes and procedures	✓		AF/I
A detailed understanding of the current issues facing the provision of social housing	✓		AF/I
Commitment to quality customer service and continuous improvement	✓		AF/I
Self-motivated and able to work with minimal supervision	✓		AF/I
Able to maintain service delivery with a flexible approach to cross sectional working	✓		AF/I
Commitment to diversity and inclusion initiatives	✓		AF/I
Empathy with the social aims and values of the organisation	✓		AF/I
Willingness to undertake additional training if required for services and self-development	✓		AF/I
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the Vico Homes operating area. May also be required to drive a company vehicle	✓		AF/CQ
The post holder will be required to work outside normal office hours including some weekend working	✓		I
Able to attend out of hours meetings and emergencies as required	✓		I
A qualification at Level 3 of the Regulated Qualifications Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent or willing to working towards		✓	AF/CQ
A Health and Safety qualification such as NEBOSH, IOSH, SMSTS or equivalent or willing to work towards		✓	AF/CQ
First aid at work, or willing to work towards		✓	AF/CQ
Management qualification – ILM level 2 or equivalent		✓	AF/CQ
Experience of, and significant success in, establishing and maintaining effective performance measures that have returned continuous improvement in service delivery		✓	AF/I
Line management experience		✓	AF/I

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
Able to demonstrate effective organisational management skills in the application of employee development practices and procedures		✓	AF/I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification