



Job Profile

Job Title	Repairs and Voids Supervisor
Reports to (job title)	Voids Manager (Repairs and Maintenance)
Job Reference No.	HOMEJD810

The job in a **nutshell...**

You'll supervise and direct the multi-trade repairs teams and sub-contractors to ensure a customer focussed repairs and maintenance service, ensuring high levels of performance, productivity, quality and cost-effective services aligned to the Home Group vision and values.

You'll achieve positive outcomes for all Home Group customers, colleagues and stakeholders in the delivery of your work and through effective operational co-ordination and management of internal teams and sub-contractors, in accordance with relevant regulations, contract specifications, health & safety legislation, programmes and KPI's.

What **success** will look like...

You'll successfully supervise and direct multi trade repairs teams and sub-contractors to deliver comprehensive repairs and maintenance and voids services, providing the effective management of resources required to deliver our service standards, legislative requirements, KPIs and achieve our Customer Promise.

You will manage health and safety activities on site, complying with regulatory health, safety and welfare standards and Home Group policies to ensure safe systems of work are embedded in all internal team and sub-contractor activities, with accountability and ownership of safe systems of work.

You'll have a commercial approach, ensuring cost control and efficiency of spend within your workstream, and you will have accountability for making sure that your team are working commercially and have a genuine understanding of how they provide cost effective and value for money services.

You will ensure the effective use of works order systems for your teams, maximising efficient use of work scheduling and ensuring accurate data recording for all activities, whilst ensuring the customer journey is mapped and that asset management data is recorded.

You'll ensure high levels of productivity, cost effectiveness and quality ensuring maximum performance of all resources delivering repairs and voids, including robust monitoring and management of sub-contractors, materials and suppliers in line with legislation and contract

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guidelines, ensuring there are effective arrangements in place to control and track the use of materials including operatives/trades van stocks.

You will be responsible for considering the impact of work activities and ensuring customers and stakeholders are considered within all actions and decision making, including accurate and timely information and complaint resolution in relation to repairs, in order to improve customer satisfaction and reduce avoidable contact and complaints received.

To monitor the performance of repairs and voids within timescales, ensuring right first time, adherence to specification and quality standards and taking corrective and preventative action where necessary, including pre and post inspections of works and monitoring all work in progress.

To take part in an out-of-hour's standby rota if required, including out-of-hours emergencies.

You'll already have these **brilliant** skills, qualifications and knowledge...

NVQ Level 3 or equivalent qualification in a construction related discipline and / or strong equivalent experience and knowledge built up through your working profession.

SMSTS or equivalent Health and Safety qualification and demonstrable experience of managing the Health and Safety of direct workforce and contractor activities in a housing maintenance or construction environment.

Experience of managing construction teams to deliver work programmes on time and within budget, driving performance, productivity and quality to achieve right first time and deliver on customer expectations.

Knowledge of housing repairs and improvements, including Building Regulations and confident working to specifications, contracts and data.

A track record of recognising performance and contribution and supporting colleagues to enhance and develop their skills and experience, whilst having the confidence to challenge, address and resolve issues of attendance, ability and behaviours.

Experience of communicating with employees, customers and stakeholders, with the ability to harness change and transform ideas into actions. Collaborating and communicating successfully with colleagues and stakeholders.

Hold a full UK driving license.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Professional Membership.

Management qualification.

First Aid Qualified.

Experience of dynamic resource scheduling (DRS) within a void environment.

We're all **accountable** for..

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and

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That's when it hits home

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processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Other **important** stuff...

You'll be a budget holder? No Yes

You'll manage people? No Yes

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional Regular Frequent



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