



JOB SPECIFICATION

Job title: Repairs Supervisor

Responsible to: Repairs Manager

Responsible for: Trades team

Purpose: Supervise and support the Trades staff to achieve the delivery of a first-class repairs service, ensuring that displayed behaviours are in keeping with our values.
To undertake quality inspections, cost effective Building Surveying and Maintenance services to client(s) ensuring that the services comply with appropriate legislation, professional standards and our values, standards, policies and priorities.

Location: Basingstoke (Hybrid)

Key Areas	Description	Performance standards are satisfactory when:-
Key Responsibilities	<ul style="list-style-type: none">Responsible for ensuring that the Trades Team provide a first class repairs and customer care service and role model excellent customer service.Carry out work in progress inspections to ensure that all repairs are being carried out to the required standards, that Operatives and external contractors and conducting themselves appropriately, that VIVID working practices are being adhered to and that the	<ul style="list-style-type: none">All front line staff are positive ambassadors and displaying VIVID valuesPositive feedback on quality of workmanship is showing a positive direction of travel and seeing a reduction of 'quality of repair' dis-satisfaction satisfaction in complaints.

	<p>customer is satisfied with the work and the service</p> <ul style="list-style-type: none"> • Responsible for creating a team of skilled, flexible, customer focussed high performing operatives, supporting our planning team ensuring jobs are booked in for the correct time and working as productively as they can be. • To offer support and technical advice to Planners and all other non technical staff. • Ensure that all expenditure is coded to the correct budgets and minimise unnecessary manual intervention. • Review all Disabled adaption jobs ensuring jobs are coded and costed correctly to enable the budget to be well controlled. • Ensure all decisions on responsive maintenance actions and materials are made in line with the principles of Best Value and monitor the cost effectiveness of these decisions. 	<ul style="list-style-type: none"> • When Reactive Repairs operatives are up-skilled and can undertake multi-skilled works rather than trade specific. • Benchmark £750 list require >10% manual movement. • Supervisors are consistently challenging Contractors and suppliers to achieve VFM. • Accurate and fair recharges are being seen invoiced, this will be evident in the cash that is physically collected rather than written off. • Right first time complaints are achieving VIVID targets • All repairs requiring stock investment or new build defects are sign posted to our Asset management team. • VIVID repairs/Voids are truly consistent throughout.
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	<ul style="list-style-type: none"> • Assist in the preparation of detailed specifications upon receipt of tenants' requests for rechargeable work. • Carry out a full investigation of complaints, make appropriate reports and take the necessary action to resolve such matters. • Advise Repairs Manager of any recurring defects or long term maintenance problems. • Liaise with counterparts in each area, assist where necessary, and encourage consistent working practices, cost efficiency, customer satisfaction and the overall smooth running of the service. • Take part in the On-call rota. 	<ul style="list-style-type: none"> • Out of hours is consistent throughout. • Cover rotas to support planners through the busiest times and ensuring that jobs do not get pushed to OOH's or bumped to the following day.
Leading the Team	<ul style="list-style-type: none"> • Recruit, supervise and motivate the team so that the service is delivered in line with VIVID's values at all times and achieve all targeted KPI's. • Attend team meetings every 6 weeks with a detailed agenda and minutes. 	<ul style="list-style-type: none"> • House mark returns are showing VIVID as top quartile for all repairs categories. • Your team is fully equipped to undertake their role to the best of their ability and achieve all PDR targets.

	<ul style="list-style-type: none"> • Ensure that your team is trained and motivated to carry out tasks to the highest standard, carrying out regular 1-2-1's and carry out annual employee performance and development appraisals every 90 days, identifying training and development needs and ensuring that training plans are written, actioned and monitored for the team. • Investigate disciplinary, grievance, harassment, performance and absence management when required within your teams and support the wider business where an independent investigator may be required. • Implement VIVID's Health and Safety Policy and Procedures, ensuring that all practices and procedures are undertaken in accordance with ensuring a healthy and safe working environment and that all employees are aware of their responsibilities in respect of their role. 	<ul style="list-style-type: none"> • Management issues are being dealt with in time constraints, consistently and fairly. And when there is less recall for appeal due to inconsistencies. • All operatives are conducting the work in a safe manner, all near misses, incidents and accidents are reported immediately with root cause analysis and recommendations.
General	<ul style="list-style-type: none"> • Provide an excellent level of customer care both within VIVID and for the general public and external bodies. • Approve invoices. 	<ul style="list-style-type: none"> • Customer satisfaction increases and customer complaints reduce.

	<ul style="list-style-type: none"> • Taking part on a daily rota to cover allocating call backs from customer experience and a team inbox and being responsible for and replying to all and following through to completion whilst keeping customers up to date. • Take a 'continual improvement' approach to work, actively working in partnership with our customers and participating in service reviews and improvements. • Support in maintaining our fleet by carrying out 6 monthly van inspections and arranging vehicle repairs and ensuring our fleet list is kept up to date, 	<ul style="list-style-type: none"> • Current working practices are continuously challenged in a proactive way.
Diversity	<ul style="list-style-type: none"> • Ensure adherence to duties in relation to Equality and Diversity • Actively promote non-discriminatory behaviour to ensure equal opportunities for all. Challenge perceptions and behaviour and lead by example to promote equality and diversity at all levels within the team. 	<ul style="list-style-type: none"> • Demonstration of behaviours which best support equality and diversity within the work place

Health and safety	<ul style="list-style-type: none"> • Ensure that all staff are adhering to the training they have received, and training records are kept updated. • Use safe equipment at all times and use any PPE as instructed • Ensure all staff reports understand and comply with the VIVID Health and Safety Policy • Ensure all staff reports are advised of all health and safety matters which affect their work and ensure that matters raised by employees are investigated and appropriate action taken • Ensure Risk Assessments are carried out and where necessary appropriate remedial action is taken, and Safe Systems of Work are introduced; including ensuring work does not endanger anyone (including non-employees) for front line services 	<ul style="list-style-type: none"> • Tasks can be assigned to the correct Trades person with the knowledge that they are working as safely as possible. • You personally adopt behaviours which adhere to all Health and Safety policies and practises • There is a great Health and Safety culture across the department • Staff feel empowered to report any H&S failure to the management staff

	<ul style="list-style-type: none"> • Carry out health and safety inspections 5 x a week and report and act on findings. 	
Leaders Persona key attributes	<p>To ensure our customer and our employees receive a universally fair and respectful experience by;</p> <ul style="list-style-type: none"> • Delivering a great quality and not miss deadlines. • Demonstrating a great balance between customer and commercial interests. • Showing the ability to see the big picture and exercise good judgement in decisions. • Working at pace and drive a high performing culture. • Being proactive, taking ownership and respectfully leading from the front. • Having difficult conversations without hesitation. 	

Qualifications	<ul style="list-style-type: none"> • ONC in Building Studies, construction related or equivalent • HNC in Building Studies, construction related or equivalent 	<p>D</p> <p>D</p>
Knowledge & Experience	<ul style="list-style-type: none"> • Experience of carrying out a property repairs/surveyor/operative role or supervising property repairs/surveyor/operative role • Experience / understanding of the social housing sector • Experience of providing a responsive routine repairs service in a supervisory capacity • Experience in maintenance surveying • Knowledge and experience of property construction and problem diagnosing / resolving 	<p>E</p> <p>D</p> <p>D</p> <p>D</p> <p>E</p>
Skills	<ul style="list-style-type: none"> • Conflict resolution • Negotiation skills • Competent IT Skills include working knowledge of Microsoft Excel, Word, Outlook 	<p>D</p> <p>D</p> <p>E</p>
Personal Qualities	<ul style="list-style-type: none"> • Excellent communication skills, the ability to communicate clearly, orally and in writing • Able to live our values • Able to work in a fast-paced environment and to deadlines • Demonstrates the skills needed to lead a team: <ul style="list-style-type: none"> - Showing the ability to see the big picture and exercise good judgement in decisions - Proactive, taking ownership and respectfully leading - Can communicate and have difficult conversations when needed 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>
Other	<ul style="list-style-type: none"> • Full current driving license and access to a vehicle for business use • Able to work outside usual office hours if required • Able to commute to other VIVID work locations • Able to work on site, climb ladders and scaffolding etc. • This role is subject to a satisfactory DBS check 	<p>E</p> <p>E</p> <p>E</p> <p>E</p>