



Job Profile

Job Details

Job Title	Team Leader (Trades for YP)	Section	DCPS
Division	Trade	Report to	Investment Manager
Grade	SCP 31-34	Date completed	January 2019
Disclosure Level	Basic		

Job summary

Responsible for leading a team to deliver a high quality, customer-focused trades service within your area of responsibility taking ownership of all repairs carried out by both In House Trades and Sub Contractor. Carry out pre and post inspections as required to audit workmanship and quality of repair, manage health & safety, asbestos, legislative compliance, contractor management and complaint investigations.

Demonstrate customer focus and proactivity in solving problems, achieving upper quartile performance outcomes for customers. To work alongside the local housing teams to provide a quality service in relation to all repair streams. Meeting regularly with all key stakeholders such as Housing Officers, managers and customers.

Be a role model who will show equality, strong leadership and people management skills which develop your team to maximise their potential.

You will also participate in the On Call Surveyor rota and two shift pattern providing support to both Trades and Works Planners.

Behaviours & Competencies

Our Organisational Competencies

- Think Excellence
- Think Relate
- Think Collaborate
- Think Professionally
- Think Innovate

We want our Team Leader to be able to demonstrate the following behaviours and competencies:

- Strong leadership and management skills.
- Adept at removing the barriers that get in the way of delivering excellent customer service.
- Creating an environment of trust.
- Ensure two-way dialogue with teams.
- Finding creative solutions for customers.
- Good listener.
- Excellent communication and interpersonal skills.
- Ability to ensure that staff are confident using their own initiative.
- Self-aware and self-motivated to realise your full potential.
- Inspire others to achieve their full potential.
- Excellent time management skills.
- Ability to work under pressure.
- Computer literate.
- Ability to take responsibility for own learning and continuous improvement.
- Ability to represent Wheatley Group in a positive and effective manner.
- Take responsibility for managing excellent performance results.
- Building appropriate and effective networks, locally and Group-wide for the benefit of our communities.

Person Specification

Experience

Essential

- Experience of leading a multi-disciplinary team, providing people management, coaching and mentoring where required.
- Understanding and leading through change.
- Compliance Gas and Electrical management.
- Experience in performance management to deliver outcomes which meet the agreed targets for all customers we provide service for.
- Managing works as a project such as void repairs, cyclical programmes and investment works.
- Managing works to within budget and value for money.
- Management of contractors meeting service and health & safety requirements.
- Provision of technical solutions and advice.
- Practical experience of Health and Safety legislation.
- Delivery of business values within the team.
- Preparing and holding Tool Box Talks both on site and office based.
- Management of shift rotas and emergency call out rotas ensuring your team participate and are aware of the rota you create.

Desirable

- Previous experience in working in the Social Housing sector.
- Experience of a labour management computer system.
- Experience in the use of CAD drawing systems.

Skills

Essential

- Able to prioritise workloads and be adept to work under pressure.
- Motivate and create a culture of trust.
- Proven ability to work as part of a team and independently.
- Ability to provide estimates for works including material cutting lists and labour requirements, delivering these project to timescale and within budget.

Qualifications

Essential

- Recognised trade qualification or equivalent proven management and leadership experience within a repairs industry where required (Compliance Gas and Electrical Team Leaders will require relevant trade qualifications).
- EAL Level 2 Award in Gas Safety Awareness in Social Housing.
- Full driving licence.

Desirable

- Recognised qualification in Contracts Management.
- Site Management Safety Training Scheme (SMSTS) or Site Supervisors Safety Training Scheme (SSSTS).

Job Outputs

Role output	Includes the requirement to
Performance management	<ul style="list-style-type: none">• Achieve upper quartile performance targets with regard to quality and customer satisfaction of the trade staff.• Ensure effective use of the operational resources available and to deliver the optimum level of outputs from the trades team.• Undertake pre and post inspection (including surveys and drawings) of works carried out by the trades operatives, to ensure specified standards of quality and performance are met.• Manage the flow of work to ensure materials are ordered and delivered at site prior to works commencing.• Ensure that all appropriate properties comply with legislation and Group policies and are safe for occupation.
Resource monitoring and reporting	<ul style="list-style-type: none">• Monitor the reconciliation of time and materials on all works within the area to ensure efficient use of resources.• Report on works, programmes of works and progress.

	<ul style="list-style-type: none"> Investigate complaints.
Financial monitoring and control	<ul style="list-style-type: none"> Responsible for tools, stock, plant and equipment for the Trades Team Supply detailed and cost estimates for works. Support the Area Manager with budgetary management.
Liaison with and support to colleagues	<ul style="list-style-type: none"> Liaise with Area Housing Officers to ensure that a proactive approach is taken to resolving all repair, investment environmental and re-let issues for customers. Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to the Groups corporate objectives. Including, the promotion of interaction with other departments within the Group activities. Assist in the delivery of all Operational tasks within your area, liaising with the other Team Managers as required. Support the Area Manager on all operational activities.
Health and Safety	<ul style="list-style-type: none"> Monitor work practices and CDM to ensure compliance with relevant aspects of legislation and Health and Safety Standards. Effectively manage the correct behaviours within the procedure for all identified possible ACMs.
Clear and consistent leadership of staff	<ul style="list-style-type: none"> Manage, lead, develop and motivate staff to ensure that the values, aims, objectives and performance of the Group are met at all times. Effective line management of team members including absence, disciplinary and performance management. Employees supported through learning and development and completion of development plans. Clear communication to employees of relevant organisational, divisional and team aims and initiatives.
Achievement of agreed targets for the Team	<ul style="list-style-type: none"> As agreed through the My Contribution process.
Efficient and well managed work processes across the function	<ul style="list-style-type: none"> Value for money delivered on all outputs. Annual cost reductions and efficiency savings met within workstream
Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> Comply with and implement all Wheatley Group policies and procedures Act ethically and with integrity.

Interdependencies

- Directors in Dunedin Canmore
- Leaders in Dunedin Canmore
- Investment and Repairs and Cyclical Manager
- Compliance Co-ordinator
- Compliance Assistants
- Team Leaders
- Trades Operatives in all workstreams
- Works Planners Schedulers
- Health and Safety Advisor
- Customer Service Centre Team
- Group repairs customers (DCH, Lowther, WLHP, Barony & Your Place)
- Housing Officers
- Service Improvement Team
- All Teams within DC and Wheatley Group involved directly or indirectly in the provision of repairs services
- External Sub Contractors
- Materials Suppliers