

Post: Repairs Team Leader

Grade: PO1

Directorate: Technical Resources

Responsible to: Repairs Manager

Team: Repairs

Responsible for: Repair Advisors
Repair Assistants

Purpose

The Repairs Team Leader oversees a team of Repair Advisors and Assistants, ensuring the efficient and resident-focused operation of the Repair Hub. They supervise daily activities, progress repairs, and manage complex or escalated issues. By collaborating with various internal and external stakeholders, the Repairs Team Leader helps to ensure that Poplar HARCA's homes are safe, warm, dry, and meet all requirements.

Main duties & responsibilities

Line management

- Supervise and support a team of Repair Advisors and Assistants
- Foster a culture of collaboration, respect, and continuous improvement
- Promote a positive image of Poplar HARCA in all contacts, 'make every contact count'
- Ensure the team:
 - act upon health, safety, and wellbeing concerns
 - meet targets
 - manage works to time and budget
 - provide caring, respectful, quality, timely and sensitive responses to all contacts
 - update residents in a timely and courteous way, and that promises are kept
- Take appropriate action to deal with areas of identified weaknesses

Operational delivery

- Raise repairs & log contacts in line with the organisation's policies, procedures and obligations
- Triage incoming repairs and contacts, ensuring that those with the highest priority are progressed first
- Investigate and diagnose repair issues
- Review and update open repair orders
- Resolve complex and escalated issues, ensuring swift and satisfactory resolution
- Identify repairs that are not Poplar HARCA's responsibility and provide appropriate advice
- Provide timely and accurate information for rechargeable repairs
- Undertake all aspects of repair administration with accuracy including:
 - issuing orders using the correct codes and precise job descriptions

- assigning priority and target dates
- arranging, scheduling and recording appointments
- adding notes, delays, feedback, quality control information, variations, and events
- authorising orders and variations within financial limits
- chasing outstanding and out of target repair orders
- completing and cancelling orders
- checking and approving invoices within financial limits
- administering and following up on repairs reported and/ or completed out of hours
- Progress after sale defects in line with procedures
- Ensure that the access procedure is followed and that access attempts are properly recorded
- Develop and maintain effective relationships with contractors and other stakeholders
- Support team by answering resident calls during peak times and staff shortages

Record keeping

- Champion excellence in data management and record keeping
- Manage, organise, and update data in accordance with Poplar HARCA's policies and procedures
- Validate data regularly to ensure accuracy and attention to detail

Quality control & performance monitoring

- Carry out quality assurance audits and provide constructive feedback to improve service standards
- Assist with the development & delivery of training workshops and induction programmes
- Assist with the management of rotas and schedules to ensure the Repair Hub is appropriately staffed
- Assist with the review of customer feedback to identify trends and opportunities
- Assist with the preparation of reports on team performance, satisfaction, and operational metrics

General

- Deputise for the Repairs Manager
- Promote a positive image of Poplar HARCA
- Prioritize health and safety in all activities
- Perform other duties as required by managers
- Keep up to date with legislation and best practices
- Work with staff from across the organisation to resolve problems and improve services
- Follow Poplar HARCA's standards of conduct and behaviour

Post: Repairs Team Leader

Team: Repairs

Directorate: Technical Resources

Grade: PO1

All Criteria essential unless stated otherwise

Qualifications & education	a. A level or equivalent level of education
Skills	<p>Can:</p> <ul style="list-style-type: none"> a. achieve demanding targets and standards b. make decisions c. use MS Word, Excel and Outlook effectively d. motivate, influence, and persuade e. share knowledge and skills f. build positive relationships g. engage in straight talking – clear and constructive h. achieve deadlines in a fast-paced, high-pressure environment
Experience	<p>Has:</p> <ul style="list-style-type: none"> a. worked in a similar role with a similar level of responsibility b. delivered excellent customer services in a highly pressurised environment c. applied legislation, regulatory guidance and best practice
Knowledge	<p>Knows:</p> <ul style="list-style-type: none"> a. customer services best practice b. housing and repair service legislation & regulation c. service implications of working with diverse communities
Key competencies	<ul style="list-style-type: none"> a. putting others first b. achieving results c. open to change d. informed and informing e. personal progress f. partnership working g. problem solving