



WILLOW TREE

HOUSING PARTNERSHIP

Person Specification

REPAIRS TEAM LEADER

You can demonstrate:

- A track record of operational housing, repairs, maintenance, Health and Safety and statutory compliance in a not-for-profit setting.
- Demonstrable knowledge and understanding of housing legislation, in a technical building safety environment and regulation applied in social housing setting
- Experience of contractor performance management in a customer focused service organisation.
- Experience of procuring and commissioning of new contracts and managing existing contracts
- Strong attention to detail and financial acumen to ensure quality of work, and value for money
- A proven ability to determine and manage budgets effectively.
- Experience of leading and managing people, providing guidance and support to enable them to progress and develop
- Experience of working with contractors to negotiate successful outcomes, ensuring projects are delivered on time, to a quality standard and with budget.
- Being a rational decision maker, focused on delivering solution-based outcomes taking organisational policy and procedure into account.
- The ability to prioritise and be flexible in a dynamic and agile environment
- Experience of operating in a regulated environment, with a focus on assurance and compliance.
- The ability to communicate effectively with both individuals and groups of all sizes at all levels both internally and externally.
- A track record of the effective use of data and its management to ensure effective service delivery.
- Experience of complaints management to ensure successful resolution operating in an environment of continuous improvement and lessons learned.
- Strong communication including written and verbal skills
- Strong IT skills Microsoft Office and Housing Management Systems
- Relevant professional qualification or willingness to undertake further training required for the role.
- Membership of CIOB, CIH or other professional body

Other Required:

- Full Driving Licence and access to a vehicle
- Field Based – visiting tenants in their homes

