



# WILLOW TREE

## HOUSING PARTNERSHIP

### Role Profile

## REPAIRS TEAM LEADER

### Role Purpose

To provide supervisory leadership and guidance on the property management services within Willow Tree which includes responsive repairs, maintenance, Awaab's Law and HHSRS related matters.

Working within the defined policies and procedures of Willow Tree to ensure adherence to our regulatory obligations, the post will be a on a first amongst equals principle where the post holder will support whole geographic footprint as required and provide support to the Assets and Repairs Manager and Head of Assets and Repairs.

### Key Relationships

Reports to: Assets and Repairs Manager.	Supervises: 3 x Property Inspectors
External: local authorities, regulator for social housing, key contractors and suppliers of business-critical services, trade bodies such as the NHF and CIH.	Internal: all staff, executive team colleagues, the board and committees.

### Key Responsibilities

1. Team Leader Duties
  - 1.1. Working closely with the Assets and Repairs Manager provide supervision and support to the Property team within the Operational Housing service.
  - 1.2. Provide technical advice and guidance on all aspects of Property management
  - 1.3. Conduct regular 1-2-1 meetings with the team to focusing on wellbeing, performance management and continuous improvement
  - 1.4. Provide key performance indicator information such as contractor performance management, repairs performance and budgetary updates.

- 1.5. Ensure regular monitoring and checking of outstanding repairs, disrepair claims and damp and mould cases.
- 1.6. Support Assets and Repairs Manager in Stage 1 complaint investigation drafting correspondence and recommendations for resolution in line with policy and procedure.
- 1.7. Act as lead Property Officer on complex cases working with the Assets and Repairs Manager to procure consultants as appropriate to determine resolution to property issues.
- 1.8. Provide technical knowledge and expertise in building maintenance and health and safety matters.
- 1.9. Support the Head of Assets and Repairs and Assets and Repairs Manager in the budget planning programme.
- 1.10. Working in conjunction with the Safety, Quality and Compliance Team Leader ensure that all planned programmes of works are scheduled and planned with contractors to be delivered on time, to a high quality and within budgetary parameters
- 1.11. Attend regular contract meetings to measure performance and ensuring that all work orders placed are completed are managed in a timely manner.

## 2. Repairs and Maintenance

- 2.1. Oversee the responsive repairs service ensuring ~~carrying out~~ pre and post inspections of works are undertaken and specifications of works required are based on the NHF Schedule of Rates pricing code
- 2.2. Liaise with the contracting partners in the delivery of responsive repairs, ensuring works are completed within the contractually agreed timelines to a high-quality standard or holding the contractors to account should the service fail.
- 2.3. Ensuring liaison and communication with tenants where works are complex to managing expectations and ensuring transparency of communication in relation to repairs
- 2.4. Provide information to the Assets and Repairs Manager on contractor performance, in line with key performance indicators or other regulatory information required.
- 2.5. Reviewing invoice requests for authorisation to ensure that they represent value for money.

## 3. Void and Mutual Exchange Management

- 3.1. Oversee void management ensuring void are delivered in line with void standard and to target timescales  
Attend regular void meetings and work in conjunction with colleagues in Tenancy Management to agree a timetable of void works which should be focused on minimising the relet time, complying with the applicable void standard and developing a specification of works which will be raised on the housing management system and all associated documents held in the document management system.
  - 3.2. Identify potential disrepair recharges which are tenant responsibility liaising with the Tenancy Management and Housing Team Leader to ensure recharges are discussed with the outgoing tenant
  - 3.3. Attend and sign off on void handovers to ensure quality works are accepted
  - 3.4. Complete Mutual Exchange Inspections to produce a specification that should be issued to the appropriate contractor and jobs raised accordingly.
  - 3.5. Provide clear correspondence to the Housing Officer of any tenant responsibilities and ensuring correspondence is saved on the digital filing system
4. Disrepair, Damp and Mould and Health and Safety
    - 4.1. Provide support and assurance that all statutory compliance, e.g. Awaab's Law, HHSRS, etc., is being managed and monitored. Ensuring that all post inspections, surveys and certification are checked for assurance in a timely manner and saved to the property file in the digital filing system.
    - 4.2. Attend contract management meetings to represent Willow Tree to ensure strong and robust contract management
    - 4.3. Ensure that all actions identified from risk assessments, neighbourhood inspections or reports from stakeholders are allocated to contractors and that performance is monitored to completion
    - 4.4. Oversee and monitor all reports of damp and mould in line with the Damp and Mould policy and procedure, ensuring root cause analysis of issues and liaising with tenants to keep them appraised of actions being undertaken.
5. Planned and Cyclical Work
    - 5.1. Ensure that post inspections of planned and cyclical programmes of work are undertaken in a timely manner, ensuring that delivery is on time, of a high quality of workmanship and providing value for money. Works will include but not exhaustive – gas and electrical upgrade works, roofing, windows and doors, external redecoration work or other project work that may require regular inspection or oversight.
    - 5.2. Reporting back to the Assets and Repairs Manager and Head of Assets and Repairs to ensure contract performance is being managed

5.3. Oversee aids and adaptation works or disabled facilities grant work to ensure works are completed to a high quality. Ensuring that upgrades are recorded on Housing Data Warehouse and certifications are stored in the digital filing system

6. General

- 6.1. Act as an ambassador for Willow Tree Housing Partnership on all occasions
- 6.2. Ensure a strong working knowledge of all organisation policies and procedures, and where appropriate contributing to operational development and improvement projects
- 6.3. Ensure that all Housing Data Warehouse Systems and Digital Filing Systems are updated regularly and consistently.
- 6.4. Commit to ensuring that Willow Tree Housing Partnership's policy on Equality, Diversity and Inclusion is always upheld
- 6.5. Personal responsibility to ensure a sector awareness within Housing to ensure an understanding of emerging themes and trends or changes to legislation or regulation.
- 6.6. Commit to an ethos of continuous personal development

*No role profile can be entirely comprehensive and the post holder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.*