

Role Profile

Role Title:	Disrepair Supervisor
Department:	Repairs and Maintenance
Role Purpose:	To manage the effective delivery of Midland Heart’s repairs and services for legal disrepair works, ensuring all activities are completed to the highest standards, in a timely, cost-effective, customer-focused, and safe manner, in line with budgets, legislative requirements, and contractual SLAs and KPIs.
Reporting to:	Operations Manager
Responsible for:	Maintenance Operatives
Disclosure level:	Basic DBS and Social Media checks
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Team Management</p> <p>To manage a team of trades colleagues, and subcontractors ensuring that they have capacity and capability to deliver a high-quality repairs and maintenance service.</p> <p>Ensure the team deliver an efficient, high-quality service that meets tenant needs, aiming for first-time completion of all repairs.</p> <p>Ensure the effective delivery of disrepair remedial works, maintaining a balance between duration, cost-efficiency, and tenant satisfaction.</p> <p>Tracking current and future resource levels to ensure operational KPIs can be achieved.</p> <p>Management of resourcing and capacity continually to ensure productivity is maximised.</p> <p>Responsible for ensuring all work delivered by the team is compliant with current regulations and legislative requirements and all relevant training is up to date.</p> <p>Collaborate with other teams (e.g. Repairs Performance, Responsive Repairs and Quality) to monitor Work in Progress (WIP), levels of tenant satisfaction and disrepair trends, acting on these to improve performance.</p> <p>Regular, proactive engagement with teams, ensuring 121’s are completed, supporting in Toolbox Talks and ensuring key messages are both cascaded effectively and understood.</p>
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Responsible for ensuring that the teams understand the organisations strategy, their role as trade operatives, key deliverables and the values and behaviors expected.

Service Delivery

Ensuring all work adheres to Health and Safety regulations and legislative requirements, while conducting regular site visits to monitor progress and compliance.

Carry out inspections at the start, mid-point and completion of projects to ensure governance, compliance and quality assurance across all works.

Verify measurements and claims from subcontractors to ensure accuracy and prevent exceeding the agreed costs, maintaining alignment with the original proposals set by legal terms.

Liaise with the inhouse legal team and where necessary external legal representatives to support the resolution of legal disputes. Providing expertise and compliance with relevant legislation, including Section 11 and Section 82 of the Housing Act.

Represent Midland Heart as an expert witness in legal proceedings or hearings, providing professional testimony and insight into legal disrepair works, while ensuring full awareness of current housing legislation and legal obligations.

Manage the variation process on-site, ensuring any additions to the original scope of work are thoroughly reviewed.

Management and delivery of an effective Out of Hours Emergency Service, including requirement to participate in the on call standby rota.

Management of all overtime and bonus payment for team.

Utilising all data and systems that are available to proactively drive individual and team performance.

Maintain comprehensive record keeping and documentation to support audits and ensure compliance with Midland Heart's financial and operational policies.

Tenant Focus

Responsible for ensuring all tenant complaints are dealt with efficiently and effectively, any lessons learnt are shared with teams across Responsive repairs and communicated across all relevant teams.

Support investigations and provide swift resolutions to complaints, MP and councillor enquiries, and ensure customer feedback shapes

	<p>continuous improvements in service delivery</p> <p>Health and Safety Compliance</p> <p>Ensure all works adhere to Health and Safety regulations, providing a safe working environment for operatives, subcontractors, and tenants.</p> <p>Regularly review and update safety procedures, ensuring all operatives are trained and that all works are conducted in line with statutory requirements and internal policies.</p> <p>Financial Control and Value for Money</p> <p>Ensure effective management of resources related to legal disrepair works, focusing on meeting KPIs, SLAs and contractual obligations and ensuring works are completed on time and within the agreed budget.</p> <p>Oversee the delivery of tasks in line with budgets.</p>
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<p>Education, Qualifications and Training</p>	<p>Recognised building related qualification or supervisory site management qualification or equivalent technical level of expertise demonstrated through significant work experience.</p>
<p>Knowledge and Experience</p>	<p>Proven experience of leading and managing a team.</p> <p>Understanding of a direct workforce and multi-disciplinary teams.</p> <p>Thorough understanding of the Housing Act in particular, Sections which apply to Midland Heart as a Landlord such as Section 11, Section 82 .</p> <p>Previous experience of acting as an Expert Witness.</p> <p>Good knowledge of the appropriate quality standards, building regulations and planning requirements.</p> <p>Good construction knowledge including health and safety legislation, fire safety, and CDM Regulations .</p> <p>Experience of identifying building defects and their remedies.</p> <p>Experience of implementing change and driving service improvement.</p> <p>Proven experience of managing in a high volume and fast paced customer services environment.</p> <p>Experience of analysing data and work outputs to affect performance improvement, resource availability and achievement of KPIs.</p>

<p>Role Specific Skills & Behaviours</p>	<p>Strong leadership and management skills, with a focus on driving continuous improvement and the ability to inspire and manage a team to achieve high performance.</p> <p>Technical knowledge of damp and mould, and general housing repairs, with the ability to communicate complex findings effectively.</p> <p>Excellent problem-solving skills and a proactive approach to identifying and addressing issues.</p> <p>Excellent planning, organisational and analytical skills</p> <p>Proactive approach to risk management and service improvement.</p> <p>Excellent communication and stakeholder management skills, with the ability to influence both internal teams and external contractors.</p> <p>Tenant centric approach – understanding the needs of our tenants</p> <p>High level of IT literacy, including the ability to effectively use asset management and compliance software to monitor performance and reporting.</p> <p>Understanding and commitment to the principles of equality and diversity.</p> <p>Ability to travel across Midland Heart geography.</p>