



JOB DESCRIPTION

POST:	Business Services Team Leader - Repairs
DEPARTMENT	Building Services – Housing Repairs and Maintenance
REPORTING TO:	Business Services Manager
RESPONSIBLE FOR:	5 Repairs Services Officers 1 Business Services Assistant

GRADE:

ORGANISATIONAL CONTEXT:

The Business Services Team Leader provides day-to-day operational leadership of the Repairs Services Officers and Business Services Assistant. They are responsible for the seamless running of repairs planning and business support Planning functions within Building Services, ensuring planners' schedules and customer support activities run smoothly, data is accurate and timely, and frontline colleagues are enabled to deliver efficient, right-first-time services. This is a key role in supporting the Business Services Manager to deliver an efficient service providing excellent customer service.

MAIN JOB PURPOSE:

- Co-ordinate daily operations supporting repairs planning, contractor management and administrative tasks to meet service levels, maximise staff productivity, and deliver consistent, positive customer experiences.
- Supervise, coach, rota and develop team members, setting clear operational objectives and standards.
- Maintain the job management system and related data to enable real-time decision making and accurate management information. Be the first point of contact for any issues related to TMC for Repairs Services Officers and Operatives
- Drive continuous improvement in processes and hand-offs, escalating structural or strategic issues to the Business Services Manager

DUTIES AND RESPONSIBILITIES:

- Line management of the Repairs Services Officers and Business Services Assistant – conducting 1:1s, objective setting, performance and absence management, ensuring resources are in place to deliver a quality service to meet the needs of the business
- Ensure the team are using the job management system as instructed, identify any issues and working with the Business Services Manager to find resolutions
- Develop staff ensuring that staff levels reflect the demands of the service and there are flexible/generic working arrangements.

- Provide statistical information relating to repairs as requested
- Oversee the process for purchase orders and invoices relating to repairs contractors
- Support the Business Services Manager in reviewing policies, process and continuous improvement as required
- To take responsibility for achieving personal targets by ensuring that continuous professional development (CPD) is maintained and updated to meet service needs.
- To undertake all duties with due regard to Health & Safety legislation.
- To undertake any other duties and responsibilities as required.

Additional information

- a) Does this job require a DBS check? **Yes/No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The job holder will participate in training, exercises, response, recovery or other activities to support the council’s statutory duties concerning emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes/No**
- c) The post is designated as being politically restricted following the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace and automatically disqualifies them from standing for or holding elected office. **Yes/No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post’s main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

<p>REQUIREMENTS The post holder must be able to demonstrate:</p>	<p>MEASURED BY: A Application form I Interview T/P Test/Presentation</p>
<p>EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i></p>	
<ul style="list-style-type: none"> • NVQ Level 4 (or equivalent experience) in Business Administration/Operations/Service Management, or significant relevant on-the-job experience and willingness to undertake additional training or professional qualifications • Good standard of education including GCSE (or equivalent) English and Maths at grade C/4+ (or proven capability at work) • Level 2 Intermediate Excel or equivalent. 	<p>A</p>

KNOWLEDGE & EXPERIENCE <i>(e.g., report writing, office experience, Microsoft Office)</i>	
<ul style="list-style-type: none"> • Supervisory experience leading an operational service team (scheduling/planning and/or customer support) with measurable KPI delivery) • Experience of having previously worked within a Repairs and Maintenance environment is essential. • Experience of job management systems and confident in providing user support • Computer literate with excellent literacy and numerical skills. • Good understanding of Microsoft packages, especially Outlook and Microsoft Excel. • Experienced in producing operational MI and using data to drive throughput/productivity improvements • Proven experience of delivering customer service excellence. 	A / I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> • Team player and leader – able to prioritise, management own time and co-ordinate team resource planning • Ability to clearly and confidently communicate and able to explain technical issues in a simple format • To have the ability to prioritise conflicting demands when under pressure. • Methodical, detail orientated and data confident. Able to proactive identify issues and collaborate to find solutions • Calm under pressure and solution focused • Commitment to equality, diversity and inclusion and to health, safety and wellbeing 	A/I
BEHAVIOURS Behaviours will be tested at the interview against the Council's values (further detail below)	
Empowering, valuing, and developing our people. Valuing our customers Being open and honest Taking ownership Being ambitious	I/TP
EQUALITY AND DIVERSITY	
Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).	AI



Our Values

...we believe in



OUR CUSTOMERS



BEING AMBITIOUS



TAKING OWNERSHIP



BEING OPEN and HONEST



OUR PEOPLE



We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.