

Role Profile

Job Title	Lead Technician		
Reporting into	Property Delivery Team Manager		
Directorate	IMS	Working Style	Mobile (IMS Only)
Responsible for	Multi Skilled Technicians/Roofers		
Level of Work	Level 1 - Team Member		

Summary of Role:

As a Lead Technician within IMS you will be responsible for leading on technical advice and assurance to a team of Multi Skilled Technicians (MST) or Roofers that ensures an effective and efficient installation, repairs, maintenance, refurbishment and service delivery to our customers and their homes across a defined geographical area.

Working collaboratively within and across the business, you will oversee technical tasks, performance and behaviours for the team connected to completion of repairs/voids/installations/roofing and other associated work to a high-quality and timely finish and ensure customer expectations are met.

Key Areas of Responsibility:

- **Health and Safety:** Support the Property Delivery Team Manager in ensuring that the health, safety and welfare issues are communicated effectively and promoted within the team and that MST's/Roofers fully understand their responsibilities and fulfil their duties in accordance with our policies and procedures. Identify risks and opportunities affecting your service area and work with the Property Delivery Team Manager to ensure these are communicated effectively, inspected, checked and promoted within the team.
- **People:** Be the primary point of contact for the team in the Property Delivery Team Manager absence, assisting when directed. Ensure that MST's/ Roofers carry out fault finding and maintenance duties in accordance with contract and service specifications. Support and advise MST's/Roofers to deliver an effective and consistent service, ensure they are resilient, open to change, willing to challenge our ways of working, empowered to make informed decisions and confident in taking personal ownership and responsibility for their actions and the work they undertake. Inspect and monitor work to ensure MST's/Roofers work within agreed timescales and to the required standard.
- **Customer Service:** Support the Property Delivery Team Manager with the resolution of complaints, including visiting customers, within a reasonable timeframe, liaising with other teams where necessary. Build and maintain good working relationships with customers, external partners, contractors and suppliers, and internal colleagues. Delivering effective communication to our customers on the progress of work in their homes e.g. target completion, delays.
- **Quality control:** Responsible for quality control; by carrying out pre, on-going and post work inspections to ensure the required quality standards are met by both the internal maintenance team and our contracting partners. Complete on-site inspections and audits of

MST's/Roofers ensuring works are being completed correctly and safely. All non-conformances are identified and actioned appropriately.

- **Fleet:** Complete inspections and audits of the MST's/Roofers vehicles ensuring they are being maintained and used correctly and safely. All non-conformances are identified and actioned appropriately.
- **Business support:** Assist operational colleagues in resolving difficult problems, ensuring all parties are kept informed, in line with agreed processes and service specifications. Support cross team working to build an ethos of "one team, one purpose" and minimise duplication and waste. Manage assigned technical projects in your service area and participate in corporate projects. Proactively and flexibly work as a member of the wider team, supporting others and responding to business needs and objectives.
- **Procurement:** Maximise the team's resources so that they are used effectively ensuring tools and equipment are maintained by colleagues, materials are purchased and used effectively, and van stocks are kept within agreed parameters.
- **OOH:** Point of contact for escalated enquiries/issues from external out of hours call provider and on call operatives by participating in the IMS stand-by rota.
- **Administration:** Maintain and administer all records electronically and manually in-line with company and statutory requirements.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 1 - Team Member role, along with the below role specific requirements:

- Provision of technical advice and support to a remote mobile working team, across a geographical area, in the completion of their construction and maintenance operations.
- Communicating and building relationships with internal/external partners and stakeholders.
- Knowledge of quality housing/construction maintenance, repairs and refurbishment.
- Experience of working in a team within the construction/maintenance sector (D).
- Knowledge of and experienced in the use and application of mobile technology.
- Skills in being able to adapt and be flexible to different customer groups.
- Knowledge of health and safety legislation and requirements when undertaking construction and maintenance activities.

Professional/Vocational/Academic Qualifications:

- Apprenticeship or qualification and/or qualified by experience in a core trade.
- Health and safety training – CITB SSSTS, IOSH or equivalent.
- Full valid UK driving licence.

Safeguarding and Lone Working:

- Basic DBS Check.
- Lone Working.









Values and Behaviours to be demonstrated in this role:

We are customer focused

We challenge convention

We deliver together

You are expected to work within the guidance set out in LiveWest's policies and that you comply with the confidential nature of some processes in line with the General Data Protection Regulations 2018. Confidentiality can only be maintained when someone is not at risk. Any child protection or vulnerable adult concerns should be reported to the line manager immediately.

 <p>We are committed to safety <i>We operate safely, and are committed to ensuring the safety and wellbeing of others</i></p>	 <p>We keep learning <i>We know the business, are commercially astute and an SME in our field</i></p>	 <p>We manage ourselves <i>We take accountability for our own performance and actions</i></p>
 <p>We listen and take account of customer views <i>We put the customer at the heart of what we do</i></p>	 <p>We do the right thing <i>Operates fairly and respectfully, expects the same from others, and focusses on the right stuff</i></p>	 <p>We collaborate with others <i>Works effectively with others to achieve goals</i></p>
 <p>We get things done <i>We have personal drive and deliver to a high standard, on time</i></p>	 <p>We innovate and improve <i>We constantly seek to improve the way we do things</i></p>	 <p>We lead and inspire <i>We get the best out of others by providing strong and flexible leadership</i></p>
 <p>We communicate effectively <i>We ensure effective flow of information and ideas</i></p>		

The above criteria are considered essential unless indicated as desirable (D)

Please refer to the levels of work framework for the generic responsibilities, experience, skills and qualifications required for all roles at this level.

This list is not exhaustive and you will be expected to perform different tasks as necessitated by your changing role within the organisation and overall business objectives and values of LiveWest.