

Role Profile

Job Title	Property Delivery Team Manager		
Reporting into	Regional Operations Manager / Operations Manager		
Directorate	Property Services	Working Style	Mobile (IMS Only)
Responsible for	Multi Skilled Technicians, Lead Technicians, Building Labourers, Fire Service Engineers, or Carpenter – Fire Doors, Roofers		
Level of Work	Level 2 - Supervisor/Team Leader		

Summary of Role:

As a front line Property Delivery Team Manager within our Internal Maintenance Service (IMS) you will be responsible for leading a team of people to ensure the successful delivery of operations relevant to our responsive repairs/voids/component installations/compliance/roofing service to our customers across a geographical area in line with LiveWest business objectives.

You will effectively and efficiently manage the day to day operations of property services including response repairs, voids, component installations, minor projects, compliance and complaints. You may also manage third party suppliers and contractors to deliver the outcomes for our customers.

You will work collaboratively within and across the business and be the first point of contact for our repairs and maintenance service for our customers. You will ensure implementation to a high-quality and timely finish and ensure customer expectations are met. You will strive for continuous improvement and be committed to safety and compliance.

Key Areas of Responsibility:

- Responsible for ensuring you and your team operate within the appropriate policies and procedures, particularly Health and Safety regulations making sure the working environment, our property and our customers are safe and secure at all times.
- Management and supervision of drivers and company vehicles within the team whilst supporting the LiveWest Fleet Manager as and when requires. Undertake investigations of low performance of driver behaviour and investigate all incidents.
- First point of contact for team issues as they arise and responsible for working together, where necessary, with the business to resolve them. Lead and mentor operational colleagues to deliver the business objectives. Lead and coach a team of multi skilled trades. Manage the recruitment and induction of new starters, undertake development reviews, 121s, team meetings, tool box talks, management of performance and sickness absence.
- Drive customer satisfaction and results through the performance management and development of service delivery teams by ensuring they are skilled to deliver the end result. Responsible for the team's quality control by monitoring and reviewing the completion of pre, on-going and post work inspections to ensure the required quality standards are met. Technical lead management of complaints.
- Lead on and 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.

- Responsible for ensuring audits of service delivery teams stock of work materials are completed and accurate records are maintained. Support the Procurement team in ensuring the supply network is appropriate and fit for purpose. Responsible for the provision and correct use of suitable waste management and storage facilities to support operational service delivery of the team.
- Liaise with planners (or repairs/voids/components/fire safety compliance admin) daily to review resource and workload through DRS or similar. For voids, planned works and compliance: plan all voids and components works, schedule work into diaries and liaise with admin hub. Response: Manage all follow-on works.
- Manage the ordering of materials for response repairs, voids, components or compliance.
- Manage any subcontractors working within area, void or component and ensure audits are undertaken.
- Liaise with the Asbestos team to arrange asbestos surveys, and asbestos removals.
- Lead the property inspections and liaison with insurance and subsequent contractors for any critical incidents such as fire, flood etc.
- Resolution of escalated enquiries/issues from external out of hours call provider and on call operatives by participating in the LiveWest Repairs stand-by rota.
- Authorisation of requisitions within budgets.

Skills, Knowledge and Experience:

Skills, knowledge and experience required for a Level 2 - Supervisor/Team Leader role, along with the below role specific requirements:











- Knowledge of quality housing/construction maintenance, repairs and refurbishment.
- Experience of leading a team within 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.
- Experience of managing health and safety across multiple projects and operational teams.
- Skills in problem solving within in a fast-paced environment.
- **For Fire Servicing roles only:** Comprehensive understanding of BS5839:1, BS5839:6, BS5266:1 and BS7671.

Professional/Vocational/Academic Qualifications:

- Good level of literacy and numeracy
- Apprenticeship or Supervisor / Team Leader qualification. (D)
- Health and Safety training – CITB, SSSTS, SMSTS, IOSH or equivalent.
- Full valid UK driving licence.

Safeguarding and Lone Working:

- This role will involve an element of Lone Working when visiting site.

Values and Behaviours to be demonstrated in this role:		
We are customer focused	We challenge convention	We deliver together
 <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.