

<b>Role Title:</b>	Repairs & Compliance Team Leader
<b>Reporting To:</b>	Repairs & Compliance Manager
<b>Role Purpose:</b>	<p>Responsible for the daily running of Repairs Service and Compliance team dealing with in-bound and out-bound calls through the effective use of resources with responsibility for meeting KPI's, customer service and financial targets.</p> <p>Responsible for co-ordinating and motivating the Repairs and Compliance staff to deliver an excellent service.</p>

<b>Key Tasks</b>	<b>Key Elements</b>
Performance Management	<p>Setting and agreeing performance targets for response and completion timescales in the key areas of call answering and repair and compliance completion and other supporting indicators as identified.</p> <p>Ensure targets and performance against targets are visible and achievements highlighted to maintain motivation and appropriate levels of autonomy within the Repairs and Compliance Service.</p>
Performance Monitoring	<p>Produce daily, weekly and monthly reports highlighting positive and negative fluctuations within each aspect of the service, analysing data against performance targets and budgets.</p> <p>Analyse Performance Statistics and make decisions based on these statistics and demonstrate how such decisions will enhance performance and customer satisfaction.</p>
Progressing Reporting	<p>Oversee the daily progress reports, ensure these are updated and the details are logged on the internal IT systems by the Compliance Coordinators.</p>
Customer Service	<p>Deliver an excellent customer service to tenants, landlords, local authorities and contractors, the quality and standard of which is monitored and evidenced through a variety of feedback mechanisms.</p> <p>Ensure that feedback and customer service improvements are linked into the ongoing Service Improvement Plan</p> <p>Ensure an appropriate and responsive process is in place in order to deal with complaints and negative feedback.</p> <p>Handle the most complex customer complaints or enquiries.</p> <p>Ensure staffing and availability of our service is flexible and responsive to the needs of our customers and keep service abreast of technology which can provide alternative ways of delivering the service</p>
Manage the daily running of the Repairs and compliance services	<p>Ensure sufficient resource is available to manage inbound and outbound elements of the service ensuring that processes are dovetailed accordingly to deliver a seamless service.</p> <p>Ensure visibility of and adherence to processes across the service.</p>

Quality Control and Monitoring	<p>Regularly monitor a percentage of calls to improve quality, ensure adherence to process, consistency of service and quality of customer care.</p> <p>Regularly monitor a percentage of Repairs and Compliance to ensure adherence to process, consistency of service and quality of customer care.</p>
Team Management and Motivation	<p>Ensure targets and performance against targets are visible and achievements highlighted to maintain motivation and appropriate levels of autonomy within the teams.</p> <p>Engender a culture of open communication and continual improvement which drives performance and improvement in all areas of the service.</p> <p>Create a culture where performance is recognised and rewarded and publicised</p>
Staff Management	<p>Review individual performance through structured performance reviews and 1:1 PDP meetings and yearly appraisals.</p>
Compliance/Technical Awareness	<p>Maintain an up to date knowledge of industry developments and involvement in relevant working groups and networks.</p> <p>Keep abreast of any changes to our legal obligations and identify training needs as required on new legislation.</p>
Any Other Duties	<p>As required.</p>

<b>Core Competencies</b>	
Motivation	A self starter that has the drive and aspiration to make the most of opportunities. Has energy & enthusiasm, will readily take the initiative and be motivated to succeed not just for themselves but for the team & for the organisation as a whole
Persuasive Communication	Expresses oneself effectively, influences others, and engages well at all levels of the organisation with both internal and external clients. Appreciates the impact of varying styles of communication to different audiences.
Result Orientated	Is driven to achieve tasks within timescales and to budget to help the Organisation meet its overall objectives. Takes initiative and has a 'can do' attitude.
Customer Focus	Desire and willingness to address the needs of internal and external customers. Providing rapid and effective responses & seeking continually to improve quality & standards of excellence.
Attention to Detail	Takes care when completing a task ensuring that their actions comply with policy and procedures. Quick to spot errors and inconsistencies. Like to maintain high standards at all times.
Planning & Organising	Organises & schedules activities & resources to ensure achievement of results, constantly strives to improve processes.
Resilience	Can remain calm under pressure remaining confident and assertive without being moody or inclined to take things personally. Can take criticism without taking offence and have the personal autonomy to deal with issues without over reacting.
Self Confidence	Relaxed and self assured and able to readily express ideas and opinions in a positive and constructive manner. Ready to take on responsibility by being calm, unselfconscious and assertive.

<b>Essential</b>	
1.	<ul style="list-style-type: none"> <li>• Able to show a solid track record of experience of managing a team, delivering against targets and process implementation</li> </ul>
2.	<ul style="list-style-type: none"> <li>• Be an experienced user of MS packages including Outlook, Word and Excel</li> </ul>
3.	<ul style="list-style-type: none"> <li>• Orchard and Shipman is an Equal Opportunities employer. Staff are expected to comply to the relevant Equal Opportunities policies and procedures</li> </ul>

<b>Desirable</b>	
1.	<ul style="list-style-type: none"> <li>• An awareness of Repairs and Maintenance issues within the field of social and/or private housing</li> </ul>
2.	<ul style="list-style-type: none"> <li>• Knowledge of the legal requirements for compliance</li> </ul>

<b>Additional Information</b>	
	<ul style="list-style-type: none"> <li>• The post is located in the Burnham Office</li> <li>• Working Hours – 8.30am – 6.00pm Monday to Friday with 1 hour for lunch; some flexibility will be required (i.e. alternate hours during the week / weekends)</li> <li>• Salary: £20,000. / £24,000. pa</li> <li>• Contributory Company pension scheme available after completion of probation</li> <li>• Life Assurance: 4 x basic annual salary</li> <li>• 22 days paid holidays + 8 days public holiday + your birthday off</li> <li>• 1 day extra holiday after each complete year of service to a total of 5 extra days</li> </ul>