

<b>Job title</b>	Support & Resolution Team Leader
<b>Reports to</b>	Technical Services Manager
<b>Responsible for</b>	3 x Service Resolution Administrators, 1 x Planner
<b>Location</b>	90 Beech Avenue New Basford Nottingham NG7 7LW
<b>Hours</b>	37 per week Monday to Friday
<b>Starting Salary</b>	£23, 683.45 Scale 5 point 22 - 25

## Purpose

As the Support & Resolution Team Leader, you will be responsible for supporting your service manager by providing day-to-day operational support to the service. You will lead and manage the Support & Resolution Team to deliver routine repairs and assist the asset management team while maintaining excellent relationships with our residents and stakeholders and work in a flexible, pro-active, and effective person-centered way to ensure that the lives of the people you and the team are supporting are enriched.

## Disclaimer

Any job description provided to you by the organisation will not form part of your employment contract unless specified otherwise. This job description details the significant aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the position may develop over time. In your day-to-day work, you are expected to undertake any reasonable duty as requested by your line manager or, in their absence, a senior officer of the Association. If you consider that your role is significantly different from that outlined in this document, you are encouraged to discuss this with your line manager and agree to a revised job description.

## Duties and responsibilities

### Team management (including paid staff, students and volunteers)

To be involved in the recruitment, selection and induction of staff into the service.

Manage staff performance, as well as resolving disputes and conflicts.

To work in close liaison with the Technical Services Manager, including attendance at relevant meetings, training events and caseload discussions.

Ensure that the Service Resolution Team's workload is managed and prioritised effectively and regularly monitored to improve the team's performance.

To contribute openly and positively in team forums.

To be committed to self, team, and service development and work with the team to improve customer services.

To participate and contribute positively to the process of supervision and performance appraisal.

To assist and support other team members and work with others to solve problems

To participate in training to develop the skills necessary to provide the best service and improve and maintain knowledge and skills.

Work flexibly within the team, supporting colleagues and sharing skills and knowledge as required to provide an effective and reliable service to all customers.

To respond to residents' complaints and grievances in line with the service's policy.

To maintain confidentiality in all matters relating to residents of the service, staff, and the Board of Tuntum HA.

To carry out any other duties as requested by the Technical Services Manager relevant to this position.

To take care of one's own health and safety and that of other employees and co-operate with Tuntum to comply with its statutory duties.

### **Compliance**

Assist and support the Compliance & Safety Officer in all areas of administration

### **Contracts/Tenders**

Assist in preparing annual tender documents and assisting with the initiation of contracts.

### **Stock Condition**

Regularly update and maintain electronic records with stock condition information and changes, including direct stock condition surveys. Run statistics from the stock condition database.

### **Monitoring**

Liaise with residents, contractors, and the Direct Trade Operatives (DTOs) to ensure continuous improvements. At the same time, issues are resolved, and relevant documentation is collected, e.g. resident satisfaction returns, invoices, copies of orders, etc.

Provide information on maintenance performance for management information purposes and prepare data for the HAMD upon request.

Provide cover for the Asset Management team administrators, as required.

Approval of work orders and invoices within agreed financial limits.

Monitor progress and completions of work orders in accordance with the repairs process

Assist residents who are 'online' to use the Tuntum website to 'self-serve', so that they are empowered to obtain information about repairs/report new repairs directly.

Support all aspects of delivery reporting to reduce the number of follow-on appointments and improve right-first-time repairs

To carry out audits within the department to ensure compliance with policy and procedure and take required action

To hold annual appraisals with staff that the post holder supervises and use the appraisal system.

To prepare standard performance reports for consideration by the Technical Service Manager

### **Record keeping**

Maintain accurate and up-to-date records ensuring that they are stored and reviewed regularly in line with general data protection regulations (GDPR).

Ensure that all Asset Management decisions follow policies and procedures and that records are kept up to date.

### **Health and Safety**

Work in accordance with Tuntum's policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses in a timely manner.

Be aware of and follow the Fire Procedures for head office in liaison with the Safety & Compliance Lead

Be aware of risks posed by lone working

### **General**

Ensure good time management at all times for self and the SRT

Assist and cover for colleagues when absent

Communicate effectively with all employees

Make viable recommendations to improve service and job performance

Adhere to the organisation's policies and procedures

## Person Specification

Requirements	Essential	Desirable
<b>Education</b>	Good standard of education (Math's and English GCSE or equivalent) or equivalent experience gained in a work-related environment	ILM/ NVQ level 2 in Leadership and Management or experience in a similar role
<b>Knowledge</b>	<p>Capable of developing and maintaining constructive and positive working relationships both internally and externally</p> <p>An understanding of repairs and maintenance processes, procedures and systems.</p> <p>Excellent understanding of IT systems including Microsoft packages particularly Word, Excel, Outlook and Housing Management Systems.</p> <p>Understanding the need for and observing confidentiality at all times</p> <p>Understanding of health and safety management and risk management</p>	
<b>Experience required</b>	<p>Minimum of 2 years line management responsibility</p> <p>Knowledge and experience of providing excellent customer service including resident engagement and participation</p> <p>Demonstrable experience in dealing with unforeseen and challenging situations calmly and effectively ensuring risks are reduced</p>	<p>Minimum of 2 years working in a repairs and maintenance setting</p> <p>Proven track record and understanding of working with individuals with complex needs</p> <p>Experience of handling safeguarding issues, referrals, etc.</p>

	Working with a range of stakeholders and managing stakeholder relationships	
<b>Skills and aptitudes required</b>	<p>Ability to demonstrate good people management skills, including motivating, directing and supporting staff</p> <p>Able to demonstrate a sound understanding of Asset Management and customer care practices</p> <p>Able to meet deadlines and balance priorities</p> <p>Able to delegate and allocate work effectively</p> <p>Ability to be creative in problem-solving and seek out practical solutions to complex problems</p> <p>Be able to monitor operational and customer service performance and suggest and implement ways of improving performance</p> <p>Be able to manage change, introduce new initiatives, and revise systems and processes</p> <p>Demonstrate a high degree of accountability and decision making</p> <p>Excellent administration and organisational skills</p> <p>Excellent IT skills – proficient in using Microsoft Office software including Word and Excel</p> <p>Excellent written and oral communication skills</p> <p>Excellent interpersonal skills</p> <p>Ability to work as an integral member of the team</p> <p>Able to maintain accurate records, both electronic and written, and carry out calculations to monitor budgetary spend</p> <p>Skilled in effectively managing complaints</p>	
<b>Personal qualities required</b>	<p>A positive approach to work</p> <p>Commitment to operating within Tuntum's organisational values and promoting the</p>	

	<p>organisation with other organisations and agencies</p> <p>Committed to equality and diversity in employment and service delivery.</p> <p>Trustworthy, integrity, and operates ethically.</p>	
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<b>Prepared by:</b>	Stephen Turnock Technical Services Manager	<b>Signed:</b>		<b>Date:</b>	21/03/2022
<b>Reviewed by:</b>	Barrington Billings – Head of Asset Management & Development	<b>Signed:</b>		<b>Date:</b>	21/03/2022
<b>Approved by:</b>	Rafik Ghumra	<b>Signed:</b>		<b>Date:</b>	13/04/2022