

JOB DESCRIPTION

JOB TITLE:	Works Delivery Manager - Heating Safety
RESPONSIBLE TO:	Compliance Manager
RESPONSIBLE FOR:	Supervision of Working Supervisors and/or Operatives
DEPARTEMENT/ SECTION:	Property Services
SALARY (£):	Grade 10

MAIN PURPOSE OF THE JOB

You'll be joining Adra's Properties Department, reporting directly to the Compliance Manager. The department manage all property related matters including investment plan, repairs, maintenance, compliance, adaptations, commercial properties, office facilities and land.

You'll be managing members of Tim Trwsio, Adra's in house contractor. Tim Trwsio delivers all repairs and maintenance work to empty and tenanted properties for Adra, as well as undertaking cyclical servicing and investment works via a planned programme.

You will be responsible for managing the effective and efficient operation of Heating Safety and associated Cyclical Servicing to ensure that agreed targets and timescales are met or exceeded.

To manage, mentor, and develop a team approach to service delivery and to effectively manage the works and activities delivered by external contractors.

Act as a leader, assist the Compliance Manager in the supervision and management of Working Supervisors, Multiskilled Operatives and Apprentices.

Develop a value for money customer focused service by 'doing things right first time' and being 'true to our word' and delivering Health, Safety and Environmental (HSE) Excellence in partnership with Customers, Staff and Service Providers.

KEY RESPONSIBILITIES

- To assist in the effective management of all Working Supervisors, Multiskilled Operatives, Apprentices, Subcontractors and resources required to carry out planned programmed works, investment works, responsive repairs, void works and other work projects.
- Deliver services consistently in accordance with Adra's code of conduct, equal opportunities and dignity at work policies and procedures within daily operations.
- Ensure that the Compliance Manager is appropriately informed of completion of tasks and that maximum productivity is always delivered by the team.
- Recognise, record and escalate instances of unsatisfactory performance of team members to senior management. Assist in the management of improving such instances.

- Ensure the effective use of Adra resources and on-site IT systems are used to their optimum capacity levels by monitoring their usage and access levels throughout the team, so that mobile working is used to optimum effect
- Contribute to the achievement of Adra's performance management framework in particular key personal objectives through the appraisal scheme.
- Lead in the organisation of regular team meetings and toolbox talks to share business updates and facilitate good communications and working relationships
- Support and mentor apprentices ensuring that they gain the relevant experience to complete their qualification.
- To undertake post and pre-inspections as and when appropriate to ensure customer satisfaction and quality is maintained.
- Undertake detailed inspections to ensure that work cards are accurate, to allow Tim Trwsio and external contractors to deliver the work on a right first-time basis and to Adra's service standards.
- To assist in the Service claim and receive income due, through the co-ordination with the Finance team, working supervisor and site operatives, the raising of works variations and ensuring that income received is reflective of the completed works.
- Assist in the co-ordination, planning and ordering of materials and plant for tasks.
- Contribute to Adra's environmental policy through minimising the environmental impact of the service
- Lead by personal example in all areas of operation.
- Ensure the administration of the team in respect of holiday/leave management is effectively managed.
- Undertake return to work interviews with staff, in-line with Adra's absence management policies and procedures.
- Ensure compliance with Health and Safety legislation and in accordance with Adra's Health and Safety policy and procedures and demonstrate commitment to HSE excellence.
- Conduct regular checks to monitor consistency of the team's identification of site hazards, ensure risk assessments and risk control methods are in place. Where necessary escalate any team-members concerns in relation to hazards and any risk associated with the work in hand to the service manager.
- Highlight provisions for operational cover as required for sickness, leave and secondments.
- Ensure information is used in accordance with the Data Protection Act and any other legislative guidelines.
- To be placed on the call out/out of hours rota service and be available to accept standby calls as the on-call manager.

SPECIAL CIRCUMSTANCES:

The Post holder may be required to work unsocial hours on occasions to meet business service requirements and to provide cover for emergencies.

No job description can cover every issue which may arise within the role at various times. In order to maintain an effective service, you may be required to undertake any other reasonable tasks, which is broadly consistent with those in this document as determined by your Director.

PERSON SPECIFICATION		ESSENTIAL/ DESIRABLE
QUALIFICATIONS		
Qualified to City and Guilds/NVQ Level 2 in plumbing or extensive related experience.		E
SSSTS or equivalent health & safety qualification specific to the construction industry.		E
SMSTS or committed to achieve on appointment		E
Management Qualification		E
EXPERIENCE, KNOWLEDGE AND SKILLS		
Previous experience in the repairs and maintenance of domestic properties		E
Previous experience in delivering cyclical servicing of domestic properties		D
Previous experience of supervising staff effectively		E
Full members of CSCS		D
Good understanding of current health and safety legislation with specific reference to Gas, Oil and Solid Fuel Safety Regulations and Standards, .		E
Ability to carry out post and pre-inspection of works		E
Experience of making a minor problem list on all aspects of repair, maintenance or construction work		E
The ability to carry out pre and post inspection work.		E
To be IT literate in the use of computers, PDA's (tablet) & the Microsoft office package		E
Ability to motivate staff and to lead by example, and provide advice and direction to include, excellent interpersonal skills and a proven ability to communicate effectively with customers and colleagues		E
Able to prioritise and organise own and others workload under pressure both in a team setting and on your own		E
Able to inspect work carried out to ensure that it is of the required standard		E
To be able to work unsocial hours as and when the service requires		E
Knowledge of Schedule of Rates		E
Full clean, valid driving licence		E
LANGUAGE REQUIREMENTS		

Able to communicate effectively verbally and written through the medium of English and Welsh	E
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