

Housing Works Supervisor

JE Code: JE2495

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** |
| **Service:** | Environment and Property  |
| **Reports to:** | Maintenance & Repairs Manager or Building Safety Manager |
| **Job Family:** | Professional and Technical |
| **Grade:** | H |
| **Political restricted:** | N |
| **Date:** | February 2023 |

**The Housing Maintenance & Investment team look after the maintenance and investment work done on our 11000+ homes. This role will be key in making pragmatic decisions on repair work needed, setting specifications and ensuring work is done to standard. Linking in with our tenants is vital as this role also involves making sure our planned work is delivered to time and to standard, along with involvement in wider projects.**

**Key Deliverables**

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| **1.** | To assist in the assessing and managing of repair works, multiple projects, and programmes of housing work within timescale, budgetary constraints and any contract conditions and corporate governance. |
| **2.** | To ensure that a consistently high standard of quality control and supervision is maintained for maintenance work and planned works by clear specification of works, tenant liaison, site reviews and final sign off with due regard to decent homes standard, construction, health, and safety legislation. |
| **3.** | To ensure that effective client contractor relationships are maintained in order to meet the requirements in the contract for partnership working and continuous improvement in service delivery. This includes responsibility for directing and overseeing some of the £16m+ revenue spend in financial year. |
| **4.** | To assist the wider Housing Maintenance and Investment Team with specification and material checks as specified and in accordance with the contract, schedule of rates, scope of works and client specifications. |
| **5.** | To monitor and record contractors’ work/performance and to ensure that work elements are constructed in accordance with the contract drawings and specification. |
| **6.** | To identify site technical problems and prepare, evaluate, and recommend options and costs together with relevant drawings and/or documentation to the senior manager. |
| **7.** | To prepare and present project information, scoping documents, and reports both technical and non-technical to a range of audiences. |
| **8.** | To ensure compliance with housing regulatory standards including health and safety, building regulations, fire safety, planning etc. |
| **9.** | To assist in the implementation of good health and safety practices in line with legislation, with an in-depth practical knowledge of Construction, Design and Management regulations. |
| **10.** | To provide ‘value engineering’ solutions to repair work, planned and project works. |
| **11.** | To assist in developing, assessing, and achieving performance measures at project/service specific level. |
| **12.** | Working on Site 70% of week will need to be able to work in occasional hazardous conditions. Will need to work occasionally at heights to access roof space and inspect all areas internally and externally on buildings. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Proven practical experience of the supervision and monitoring of contractors during construction works. Ideally in the housing sector. |
| **2.** | Demonstrable experience in engaging with tenants, contractors and wider teams and their representatives to discuss, develop, resolve and implement repair and maintenance solutions. |
| **3.** | Proven practical experience for the management responsibility of projects and programmes, including human and financial resources and liaison with tenants and resident’s groups. |
| **4.** | In depth knowledge pragmatic and effective solutions to repair and planned works queries and specifications. |
| **5.** | Working knowledge of schedule of rates, building regulations, fire safety standards, and wider housing compliance areas. |
| **6.** | Relevant accredited qualification to a senior level in engineering, safety, construction and/or housing. |
| **7.** | Driving Licence/Ability to travel to sites. |



Job Family

Professional/Technical

Grade G

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| **Colleagues’ expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager’s expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Professional/Technical job holders rely upon their deep knowledge of the specialism or discipline in which they work to carry out vital tasks and provide authoritative advice to others. Often developing within recognised career paths, their evolving expertise sees them bear increasing responsibility for managing Council assets, the development of policies and procedures and the strategic direction of the functions they support.

### Role characteristics

At this level roles require an in depth, theoretical understanding of their particular discipline to solve complex problems, offer evidence based, provide authoritative advice to colleagues / service users and manage teams and/or other resource assets.

### The knowledge and skills required

The broad knowledge requirement needed to deal with the technical and business challenges of roles is usually underpinned by an appreciation of the theoretical basis of the particular discipline, such that job holders can fall back on the first principles of their specialism to make decisions and offer advice.

This level of knowledge is often indicated by the need for a degree level education in the relevant field, but for some roles this is substituted by a significant level of on-the-job training and focussed experience such that the level of expertise confers a similar level of authority.

Roles will have demands for manual dexterity in relation to typing and similar functions, other jobs will use a range of equipment requiring precision in their use and handling.

### Thinking, planning and communication

The situations and problems dealt with at this level will be increasingly complex, involving several information streams where analytical and judgemental skills will be needed to interpret information correctly and determine optimum solutions.

Job holders will have plenty of day-to-day issues to contend with, they will also need to plan some months ahead to achieve medium-term objectives in such areas as project support or service development.

At this level, the information exchanged with internal and external colleagues, and members of the public will call for developed communication skills on the part of the job holders. Matters will be technically complicated, requiring careful explanation, or sensitive, requiring significant listening skills to interpret information and provide appropriate advice.

**Decision making and innovation**

Job holders will have the autonomy to adapt specific approaches to better meet medium term objectives. They will be bound by the recognised procedural framework of their specialism as it is managed by the Council but will decide when and precisely how duties are to be carried out. They will also deal with problems (often escalated to this level) for which there are no set-down routes to a solution other than broad service practice guidelines.

### Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

External facing roles will focus on the needs of people whether external service users or partners and will be responsible for high impact decision making and the implementation of appropriate programmes on behalf of individuals or groups of people or enforcement of regulations which have direct and significant consequences upon those served. Such roles are likely to have only modest levels of responsibility for finance, information assets, equipment and/or premises.

Internal roles are likely to have this pattern reversed, with weightier responsibility for significant financial and non-financial assets, but less for the assessment of needs of individuals and groups.

Jobs will have supervisory responsibility for the work of others and will be accountable for the quality and timeliness of outputs, whether related to the work of internal teams or temporary external contractors, volunteers or others.

### Impacts and demands

Tasks and duties will be generally carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

The problem solving and decision-making elements of these jobs mean that job holders require lengthy periods of enhanced mental attention to attend to duties, while also dealing with deadlines, interruptions and conflicting demands.

Duties of jobs at this level will not require job holders to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Many Professional / Technical job holders find themselves exposed to some disagreeable, unpleasant or hazardous working conditions. Particularly when the needs of their specialism require them to work on external sites exposed to the weather, in or around refuse and waste plant, close to particularly noisy machinery and in similar environments.

Other jobs, such as enforcement roles, may also see job holders exposed to verbal abuse and threatening environments. In all cases, job holders will minimise risk and conform to health and safety regulations to mitigate any negative effects of such exposure.