



JOB DESCRIPTION

JOB TITLE: Planned Maintenance Supervisor

DEPARTMENT / SERVICE: C~urb Property Maintenance

BUSINESS AREA(S) MANAGER/LEAD: Planned Maintenance Delivery Manager

PURPOSE OF THE JOB

The post holder will provide a comprehensive range of professional, effective and efficient support services in the provision of technical and associated services delivery by C~urb Property Services team across the Link Group asset portfolio.

The role is centred on operating and support functions, including planned maintenance service performance management and data analysis, to ensure the Core Services (below) are effectively delivered.

This focus of which will be targeting areas for improvement & optimisation, including the development and implementation of new systems, software and supporting ITC and associated systems - to expand and develop technical & professional services delivered to Link Group.

LINE MANAGEMENT AND RELATIONSHIPS:

The postholder will line manage the Planned Maintenance support functions, including:

- Property Maintenance Administrator(s) who provide administrative support to the delivery of specific planned and cyclical maintenance activities.
 - Component renewals programme
 - External painterwork programme
 - Grounds maintenance
 - Major repairs programme

The post will provide key support the delivery of the relative business objectives, in collaboration with wider Curb Property Maintenance resource and other key internal stakeholders, focused on building effective business partnerships with:

- C~urb Property Maintenance / Property Management / Development
- Strategic Asset Management and Sustainability.
- Link's housing locality teams.
- Customer Service Centre.
- Local Authorities.
- Contractors
- Consultants



- Third party clients and their customers
- Link Group Tenants

CORE SERVICE AREAS AND BUSINESS ACTIVITIES:

- Technical Support & Customer Liaison
- Business support for CPM Planned investment activities (Capital Investment)
- Business support for certain Planned and Cyclical Maintenance programme(s) management activities

MAIN AREAS OF RESPONSIBILITY / TASKS

- **Business (Customer) support:** Lead business support function for core service and business activities, including front line customer and stakeholder contact management for services delivered by C-urb Property Maintenance. Liaison with key internal stakeholders and external third-party & associate stakeholders, as required – in the delivery of core business functions and objectives.
- **Complaints Handling & Coordination (systems focused):** Operate as Planned Maintenance lead for customer complaints, in accordance with Link Group and associated policies & procedures. Ensure application of procedure, to facilitate complaints investigation, resolution and delivery of required actions, including quantitative and qualitative assessment of business failures to drive continuous improvement.
- **Procedure & Process management:** To maintain, develop and implement new and business-related processes & procedures, in accordance and alignment to Link Group and C~urb policy. To include a focus on processes mapping, procedure development and improvement – as part of business optimisation and improved service delivery.
- **Performance Reporting:** Support Planned Maintenance and Delivery Manager in monitoring key deliverables within primary business activities to ensure delivery targets are met for Core Services, through the provision of systems data and analysis thereof. With a principle focus on systems management, the supervisor role will utilise existing and new systems and/or tools to manage business activities and team resources to maximum service deliverables.
- **Data Analytics:** Using business tools to assess performance against key metrics, provide key business insight to business & resource planning – under the banner of optimisation.



- **Contract Management:** Supporting the Planned Maintenance and Delivery Manager in contract management and delivery of Landscape Maintenance, and certain Cyclical Maintenance and Major Repairs works undertaken by external contractors. Focused on the provision of reports relation to KPI data, customer feedback, stakeholder engagement and financial management, to ensure effective contract management with Planned Maintenance and Delivery Manager as lead.
- **Business Reporting:** Prepare a range of reports, both regular and ad-hoc, utilising management systems or designated reporting facilities in accordance with prescribed procedures. This will include,
 - Contract(s) Management
 - Complains Handling
 - Post Inspections
 - Customer Satisfaction
- **Business Administrative:** oversee effective delivery of routine administrative duties by Support Team, with duties and services to include:
 - Attend and contribute to department meetings as part of Service Area and core business activities.
 - Maintain a flexible approach to provide cover for other administrators within the team.
 - To comply with the Health and Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representatives or line manager
 - To actively promote the Equity, Diversity and Inclusion Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants and external agencies
 - Carry out other duties, within the scope of the job, to meet the needs of the business.
 - Conduct customer satisfaction surveys and collate returns for reporting purposes.
 - To adhere to and ensure staff compliance with all group and partner policies, rules and the Code of Conduct.
 - To ensure that all data within the remit of the postholder's responsibility is held in accordance with data protection legislation and Link's information management protocols.

ACCOUNTABILITY

The Planned Maintenance Supervisor is accountable to the Planned Maintenance and Delivery Manager

PERSON SPECIFICATION

EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
SVQ Business Administration Level 3 (or equivalent) or equivalent experience	√	
KNOWLEDGE / EXPERIENCE & SKILLS		
Proven experience in a business support role; including operational management	√	
Proven experience in a similar role	√	
Leadership and line management experience of a multi service focused team, preferable within Housing or Property sector(s)	√	
Understanding of Housing Association business and practices: including sound knowledge of Scottish Housing Quality Standards [SHQA]		√
Knowledge of Asset & Property Management related services, procedures and legal requirements		√
Experience of maintaining statistical, regulatory and legal records in both manual and electronic systems	√	
Experience of planning and management of work packages and programmes		√
Experienced in the application of IT systems for performance delivery and contract management	√	

Experience of delivering services against a range of key performance indicators – including contract and framework agreements	√	
Knowledge of and commitment to excellent customer service – including complaints handling & managements	√	
Excellent written and verbal communication skills	√	
Demonstrable knowledge, understanding and application of software packages including Microsoft Word and Excel (Projects/BI/365)	√	
Experience of using Housing Management IT systems		√
Excellent organisational skills with flexibility to provide a proactive and responsive service	√	



COMPETENCY MANAGEMENT FRAMEWORK	(ALL ESSENTIAL) ASSESSED AT INTERVIEW
<p>COMMUNICATION</p> <p>Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>	
<p>CUSTOMER CENTRED APPROACH</p> <p>Puts the person at the heart of the service and is able to understand both internal and external customers and service users' needs. Recognises that customers and service users are unique. Takes personal responsibility for securing the satisfaction and well being of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding.</p>	
<p>INNOVATION</p> <p>Constantly strives to evaluate, question and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services.</p>	
<p>WORKING TOGETHER</p> <p>Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	
<p>LEADERSHIP</p> <p>The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues, including secondees, placements and new employees.</p>	
<p>PERSONAL EFFECTIVENESS</p> <p>Takes personal responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even when under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other persons approach.</p>	
<p>PROBLEM SOLVING AND REASONING</p> <p>The ability to identify and resolve problems by gathering and analysing information from a range of sources, and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	



INFORMATION SYSTEMS

A functional understanding of Link's core information communication technology – including Microsoft Office, File Stream systems and department I.T systems. Ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active steps to update personal computer literacy skills and to support others when required.



SUMMARY TERMS AND CONDITIONS OF EMPLOYMENT

This is a summary of the general terms and conditions of employment of C-urb 6 Limited employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

Hours	35 hours per week, normally worked Monday to Friday.
Contract	Permanent.
Location	Based at Link's Falkirk office.
Salary	<p>Salary will be dependent on skills and experience. Salaries are paid on the last Friday of each month.</p> <p>Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.</p> <p>An Inflation-Related Pay Award is normally awarded annually in April.</p>
Annual Leave	Annual leave is equal to 35 days per year (including public holidays), rising to 40 days. Annual leave will be pro- rata for part-time staff.
Pension	<p>Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:</p> <ul style="list-style-type: none">• Link: 5% of basic salary• Employee: 3% of basic salary <p>Employees can opt to increase their contributions: Employee: 4% 5% 6% 7%</p>



	Link:	6%	7%	8%	9%
Life Assurance	Link provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary.				
Travel	Authorised out of pocket travel expenses are reimbursed. Business car miles rate is currently 45p per mile. Authorised passenger rate is currently 5p per mile.				
Flexible Working	The Group and its subsidiary companies offer a flexible working arrangement [flexi-time].				
Probationary Period	All new employees are required to complete a 6-month probationary period.				
Support and Supervision	All staff will participate in our Performance Management System, which includes at least three formal Review Meetings with your line manager.				
Smoking	All Link group offices operate a NO SMOKING POLICY. Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.				
Health & Safety	Link promotes a healthy working environment and achieves this aim by supporting an active, staff-led Health and Safety Committee.				
Health Care Cash Plan	A non-contributory healthcare cash plan scheme (taxable benefit) for employees and children up to the age of 24 who are living at home and studying full-time. (Option to include partners at an additional cost)				

