



**TEAM LEADER  
(Property)  
£30,851 - £33,661**

**SCP 37 – 40 (bar 38)**

Are you interested in securing a job with us where you will play a key role in developing our Property service?

We currently provide a responsive repairs service for our 8,000 properties, a specialist mechanical engineering or voids management service and have a £150 million improvement programme. You will be passionate about making a difference to the lives of thousands of people and being part of an organisation which works with, and proactively involves the community in all that we do.

We are committed to developing and delivering our services, through the use of our large in house workforce, part of the challenge will be balancing this with the need to bring in specialist contractors.

The role of Team Leader will involve managing surveyors and supervisors - key will be your ability to provide leadership and effective performance management. You will need to be able to assess risks and consequences quickly and in relation both to the business and to our Tenants. You will need to be conscious of what and where budgets are in order to ensure that Bron Afon meets the promises made in our offer document and also our financial commitment to our lenders.

You will also have some involvement in the preparation of tenders, and you'll need an awareness of issues surrounding energy efficiency – helping Bron Afon to reduce its carbon footprint!

Interested in becoming part of a new and exciting charitable organisation, with the vision and will to be the best in the housing repair and refurbishment business? If so then please apply or to discuss this opportunity further please contact Dave Smith on 01633 620202 or Vince Cooper on 01633 620380.

For an application pack, please see our website ([www.bronafon.org.uk](http://www.bronafon.org.uk)) or call 01633 620096.

**Closing Date: Midday Friday 10<sup>th</sup> September  
Interviews will be held during the week beginning 20<sup>th</sup> September 2010**

# Team Leader Job Description and Person Specification



|                        |  |
|------------------------|--|
| <b>JOB TITLE:</b>      | <b>Team Leader</b>                                 |
| <b>RESPONSIBLE TO:</b> | <b>Property Services Manager</b>                   |
| <b>GRADE:</b>          | <b>SCP 37- 40 bar 38</b>                           |
| <b>LOCATION:</b>       | <b>Llantarnam Business Park, Cwmbran, SE Wales</b> |
| <b>Service Area:</b>   | <b>Property</b>                                    |
| <b>ALLOWANCES:</b>     | <b>Casual Car user</b>                             |

## **JOB PURPOSE**

1. Lead and manage the development and delivery of an excellent repair, maintenance and/or improvement services ensuring the accurate assessment, delivery and/or commissioning of operational, technical and trade services for tenants.
2. Manage and ensure the delivery of excellent technical, operational and trade services meeting or exceeding expectations through the effective and efficient use of all available resources and by working in partnership with Bron Afon's tenants, members and leaseholders.
3. Lead the review and ensure the improvement of all aspects of service delivery ensuring that excellence and best practice informs the provision of services and that Bron Afon complies with all required regulatory and inspection frameworks.
4. Shape and drive organisational and cultural change to deliver Bron Afon's mission and values, by actively contributing to the development and improvement of all services.

## **KEY RESPONSIBILITIES**

### **1 Implementing the Bron Afon community mutual model**

- 1.1. Manage relevant aspects of Property Services ensuring that staff implement the Bron Afon community model, through effective involvement and partnership working.
- 1.2. Contribute to the development of the Community Housing and Property service ensuring that all staff work in partnership with members, tenants and leaseholders to ensure the effective and appropriate use of all resources and accountability of Bron Afon.

- 1.3 Ensure that all team members work collaboratively and effectively across Bron Afon by building effective working relationships between all individuals, teams and service area's.
- 1.4 Promote and support the learning and development of others including staff, members and tenants of Bron Afon and personally engage in relevant learning and development projects.

## **2 Property Services**

- 2.1. Lead, manage, and support the work of trade operatives, schedulers, surveyors and contractors and all other staff working in an agreed designated area ensuring that the right job is done at the right time to the required standard.
- 2.3 Manage service delivery ensuring that all team members comply with relevant safety regulations through the provision of accurate and effective diagnostic fault finding, repair, servicing and replacement of equipment.
- 2.4 Ensure that all team members are actively involved in partnership working, and positively support community involvement in all their dealings with tenants and residents.
- 2.5 Manage, develop and deliver all property services in an accessible, consistent, fair and transparent way.

## **3 Strategic financial management and control**

- 3.1. Develop, manage and implement agreed financial and risk management plans ensuring excellent and safe delivery of operational services, in line with Corporate and Business objectives and within budget.
- 3.2. Control and effectively manage devolved budgets ensuring efficient and effective use of all available resources including plant, labour, materials and external contractors.
- 3.3. Identify and deliver improvements in line with key performance indicators recognising, supporting and encouraging continuous improvement.
- 3.4. Produce accurate and timely progress information and performance management reports as required.

## **4 Leadership, Staffing and Organisational Development**

- 4.1. Ensure the effective management and supervision of all human resources, encouraging delegated decision making and supporting people to learn and develop their full potential.
- 4.2. Manage and use HR systems, policies and process ensuring that Bron Afon is able to recruit, reward, develop and retain staff to deliver on commitments.
- 4.3. Manage individual and team performance rewarding and recognising contributions to service improvement and tackle underperformance.
- 4.4. Effectively manage continuous improvement of Property Services, regularly reviewing roles and responsibilities of team members to ensuring that they are suitable for delivering excellent services and meet future need.

## **5 Governance, Regulation and Conduct**

- 5.1. Lead by personal example, demonstrating the highest personal standards of integrity, conduct and values consistent with Bron Afon's vision and values.
- 5.2. Manage and deliver service improvements actively contributing to the delivery of successful regulatory and inspection outcomes.
- 5.3. Manage the effective use and maximisation of all premises and ICT provision maintaining compliance with all data protection and data analysis requirements.
- 5.4. Ensure that all business is conducted in accordance with relevant legal and regulatory requirements, Bron Afon's standing orders and financial regulations.
- 5.5. Promote and uphold Bron Afon's Code of Conduct, Equality and Diversity Policy and other policies and procedures, taking particular responsibility for Health and Safety across the service area and within the team.

## **6 Other duties**

- 6.1 Carry out such other duties and responsibilities consistent with the level of responsibility of the post and review this job description with the Director of Community Housing on a regular basis

**Person Specification  
Team Leader**

| Criteria   | Evidence Required  | Selection Methodology |   |   |
|--|--|-----------------------|---|---|
|  |  | A                     | I | P |
| <b>Qualifications, knowledge and understanding</b> | Extensive knowledge of Property Services with particular understanding of core trades and knowledge of their interdependency and of the Welsh Housing Quality standards  | X                     | X | X |
|  | Demonstrate qualifications in one of the following areas:<br><br>Corgi registration and at least NVQ3 equivalence including CN1, CEN1, HTR1, CKR1, WAT1 and Energy Efficiency Certification.<br><br>Or<br>Level three certificate for Electrical Installations BS7671, electrical testing and certification BS2391 and Part P<br><br>Or<br><br>HNC construction or equivalent qualification in general building with an NVQ 3 equivalence in any trade | X                     |   |   |
|  | Either have a management qualification or be prepared to undertake suitable training   |                       |   | X |
|  | Knowledge of housing legislation, landlord and repairing obligations with experience of applying this knowledge to day to day activities   |                       | X |   |
|  | Knowledge of Health and Safety and a CSCS certificate platinum   |                       | X | X |
|  | Extensive experience in a repair and maintenance environment managing direct labour and the work of contractors  | X                     | X |   |
| <b>Experience</b>                                  | Proactive and creative approach to problem solving with experience of conflict resolution and effective complaint management   | X                     | X |   |
|  | Experience of contract negotiation   |                       | X |   |
|  | Supervisory experience with the ability to bring out the best in people, inspire confidence and respect and to measure individual and team performance   | X                     | X |   |
|  | Experience of gathering information for interpretation and evaluation to assist in the development of new solutions  |                       | X | X |
|  | Ability to bring out the best in people, actively recognise achievement and address underperformance.  | X                     | X |   |
| <b>Skills and Attributes</b>                       | Excellent negotiator with the ability to influence others, deliver results and build excellent working relationships with colleagues, tenants, residents and key stakeholders  | X                     | X |   |
|  | Positive problem solving approach with the ability to develop and support others to positively embrace change  |                       | X |   |
|  | Ability to plan and prioritise work  |                       | X |   |
|  |  |                       |   |   |

|                                |  |   |   |   |
|--------------------------------|--|---|---|---|
|                                | Ability to manage resources including budgets  |   | X |   |
|                                | Ability to technically assess and commission wide variety of property services   |   | X |   |
|                                | Effective communicator who can relate and engage well both individually and collectively with a wide variety of people including members of the public and partners in external agencies | X | X |   |
|                                | Ability to think laterally and analyse/solve complex problem, use initiative and make decisions  |   | X | X |
| <b>Personal Qualities</b>      | An individual who enjoys contact with and relates well to a wide variety of people   |   | X | X |
|                                | Proven commitment to equality of opportunity and diversity of service delivery and employment  |   |   | X |
|                                | Results orientation with a commitment to delivering excellent high quality services  | X |   | X |
|                                | Calm and resourceful in difficult situations   |   | X |   |
|                                | Confident and clear communicator who can get the message across  |   | X | X |
| <b>Additional Requirements</b> | Car driver/owner or ability to travel effectively and in a timely fashion throughout Torfaen   | X |   |   |
|                                | Prepared to work flexibly including occasional evening and weekend   |   | X |   |

Please note selection methodology; A = Application, I = interview and P = probation

