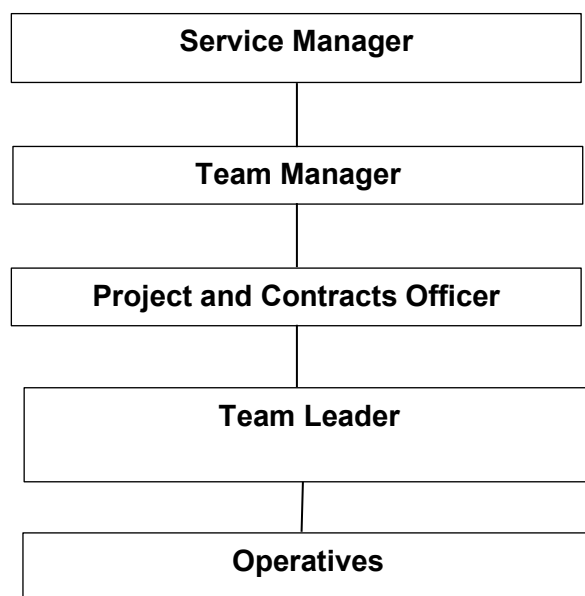




JOB OUTLINE

Post:	Team Leader – Tenant Safety and Compliance
Service:	Communities & Economy – Housing & Communities
Section:	Housing Asset Services
Grade:	G9
Job Purpose:	Lead and manage a team in the delivery of improving tenant safety and property standards whilst ensuring compliance with statutory legislation and good practice in order to assist with the promotion, delivery and integration of the Council's key objectives; specifically in relation to the Council's statutory obligations, the Community Plan, Shared Commitments, Transformation Strategy, Single Outcome Agreement and Best Value.

A. SECTION STRUCTURE CHART



B. KEY DUTIES & RESPONSIBILITIES

1. Lead the design, delivery and supervision of multi-disciplinary complex repair/maintenance/improvement projects from inception to completion.

2. Carry out a comprehensive 'whole house' inspection of properties, identifying and programming any necessary repair work. Ensuring all reports or indications of damp and mould are investigated, documented and actioned within the statutory timescales.
3. Document and produce any findings in report format to be provided to tenants.
4. Conduct post- repair inspections where appropriate to ensure the issue has been fully resolved and has met tenant expectations.
5. Aspire to exceeding customer experience and expectations in each and every project.
6. Lead a person centred delivery team and ensure that communication and engagement are at the heart of the project.
7. Ensure that your teams meet the increased demand placed on the service as well as ensuring they adopt innovative methods along with improved relationships and outcomes.
8. Lead a new approach to housing repair/maintenance/improvement works, empowering local tenants, residents and other stakeholders to work collaboratively with the Council to improve the fabric of our communities.
9. Deliver improvements with regard to renewable technologies and off-gas solutions and to reduce fuel poverty through innovative approaches related to additional energy efficiency measures.
10. Take full responsibility for the design and delivery of projects from inception to completion by demonstrating high levels of technical competence.
11. Manage resources effectively to meet service demands utilising the appropriate management information systems.
12. Ensure compliance with all statutory and regulatory requirements, including; Building Standards, CDM, Asbestos and all other regulations relating to the delivery of projects.
13. Act as the primary liaison between tenants, repair operatives, specialist contractors and other colleagues to ensure repairs are carried out within agreed timescales, representing value for money and meeting the expectations of tenants with regard to quality.
14. Identify and report on emerging trends that will inform future housing investment requirements.
15. Maintain full compliance with the Repairing Standard and Scottish Housing Quality Standard (SHQS).
16. Maintain accurate detailed case files including inspection reports, photographs, moisture readings, tenant communications, repair instructions, Contractor reports and follow up actions to support regulatory scrutiny, complaints processes and potential tenant compensation claims.
17. Track investigation and repair deadlines and escalate risks where timescales are at risk of being breached.
18. Promote the health and safety of employees at work and of customers through the implementation of the Council's policy on health, safety and welfare at work in accordance with all relevant statutory requirements including onsite visits with operatives and Contractors.

19. Ensure that all activities for which the post holder is responsible are delivered in accordance with the Council's Equality and Diversity policies.
20. Ensure robust processes are embedded and fully implemented in terms of the management of materials, vehicles, plant and equipment.
21. Engage pro-actively with service users, community groups, individuals and organisations, carers and stakeholders to enable active involvement in service delivery, development and design.

C. GENERAL RESPONSIBILITIES

22. Contribute to the development of relevant policies, procedures in relation to Housing Improvement and/or Housing Maintenance, Response and Tenant Safety and ensure these are effectively communicated and implemented within your teams.
23. Undertake relevant training where required of building pathology, damp and mould diagnosis and required remedial action.
24. Ensure that materials, equipment and vehicles provided to assist in carrying out the duties of the post are properly secured and managed in accordance with the Council's policies and procedures.
25. Ensure the effective management of employees within the team in accordance with the Council's Human Resources Policies.
26. Monitor budgets related to the work in accordance with the Council's financial regulations to ensure the most cost-effective delivery of services.
27. Ensure all services are provided within a best value/quality framework and that performance is regularly monitored and continuous improvement achieved.
28. Represent the section at appropriate external events and meetings in accordance with the remit and status of the post.
29. Ensure that the Council's Customer Charter is followed in all dealings with the people we serve.
30. Support the Team Manager and Projects and Contracts Officer in the management of the service and deputise in their absence as required.
31. Implement the East Ayrshire FACetime employee review process with all team members annually in accordance with the Council's set arrangements.
32. Adhere to the Council's policies and procedures for good records management ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.

PERSON SPECIFICATION

Designation: Team Leader (Housing Asset Services)	Post No:
Service: Communities & Economy, Housing & Communities	Section: Housing Asset Services

Attributes:	Essential Criteria	Desirable
Qualifications	SVQ 3/ HNC or equivalent experience in a construction related discipline.	- Project management qualification e.g. Prince 2. - Health and Safety Qualification e.g. IOSH
Knowledge & Skills	- Engaging with stakeholders to support their involvement in service delivery, development and design. - Knowledge of property maintenance and building regulations. - Knowledge of asbestos related regulations and asbestos awareness. - Understanding and appreciation of a range of building disciplines and professions. - Knowledge of health & safety legislation relevant to construction works. - Knowledge of regulations and guidance, such as the Scottish Housing Quality Standards, Gas Safe and Building Standards. - Competency in recording data, writing technical reports and using digital inspection tools and equipment.	- Understanding of procurement legislation and financial regulations. - Knowledge of renewable technologies and off-gas solutions. - Technical knowledge of building pathology, damp diagnosis and mould identification.
Experience	- Working within a repairs and maintenance orientated environment. - Supervising/managing employees in a community focused team. - Managing employee workloads. - Contributing to the development and planning of services.	- Supporting the delivery of programmes of work within a Local Authority or similar large complex organisation. - Working within a multi-disciplinary team in major capital and maintenance improvement, repairs and projects. - Delivering innovative approaches to energy efficiency measures and fuel

	• Monitoring and evaluating systems. • Experience in the delivery of capital improvement projects. • Ensuring the effective management of operatives and adhering to HR policy. • Using management information systems. • Using Microsoft Office or similar IT packages.	switching advice and assistance to tenants etc. • Using works programming and design software. • Ability to interpret statutory regulations and deliver compliance driven services.
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Employees are the FACE of East Ayrshire and are expected to demonstrate our FACE qualities and behaviours

Quality	Behaviour
Flexible	• Have an open mind and look for better ways of doing things. • Embrace new technologies to improve services for the people we serve. • Welcome opportunities to learn and grow.
Approachable	• Develop positive and productive relationships with everyone. • Listen, notice, respond and engage. • Manage our reactions and think about how our behaviour affects others.
Caring	• Embrace working in a team and working with others. • Take pride in your role, serving our community and strive to be the best we can be. • Be kind to others and to ourselves.
Empowered	• Have the courage to try new things. • Work with others to find the best solutions. • Help everyone to realise their full potential.