

Job title	Senior Direct Labour Operative (SDLO)
Reports to	Head of Asset Management and Development (HAMD)
Responsible for	Direct Labour Operatives (DLO)
Location	Tuntum Head Office
Hours	37 per week
Salary	£27,758 - £29,594 per annum

Purpose

The Senior Direct Labour Operative is responsible for the management of the Direct Labour Operatives team on a day-to-day basis, ensuring that a customer-friendly and responsive repair service is provided to tenants of Tuntum Housing Association, instilling a 'right first time' attitude. This is alongside providing operational support for the department and assisting the Head of Asset Management and Development with matters relating to the DLO team and delivering the departmental strategy.

Duties and responsibilities

Line management

- To lead and manage the DLO team, providing support and cover as required.
- To monitor and review DLO performance through observations, supervision meetings and appraisals, taking corrective action where necessary.
- To monitor and oversee the DLO work scheduling process, ensuring the DLO are given the appropriate numbers of jobs to meet their requirements and output targets and to monitor the workload on a weekly basis.
- To ensure the DLO team is appropriately trained and briefed accordingly so that work is carried out in a safe and efficient manner, alongside identifying any personal development needs.
- To ensure that Tuntum's Repairs Policy and Procedure is followed by the DLO team and is consistent in its application.
- To conduct regular team meetings, fostering a teamwork and information sharing approach.

Operational

- To undertake a proportion of repairs to ensure the work is completed on time.
- To implement the department's objectives, ensuring KPIs are met and ensuring standards meet that of funding or regulatory bodies.
- To assist the HAMD in ensuring the department's policies and procedures meet statutory and best practice standards.
- To support an efficient lettings process, managing new allocations and conducting accompanied viewings, ensuring the sign-up process runs smoothly.
- To assist the HAMD with audit checks and snagging on new developments.
- To actively participate in risk management in relation to property, individuals and service.
- To maintain confidentiality in all matters relating to residents, staff and board members.
- To work across departments to identify the best solutions for the organisation as a whole and encourage departments to work together to resolve issues.
- To liaise with external stakeholders as appropriate to facilitate closer working partnerships.
- To liaise with Customer Services regarding DLO availability and to discuss the performance and availability of external contractors.
- To create and maintain systems to control DLO stocks and inventories, source materials and manage the associated budget.
- Where appropriate to visit sites to check work orders/invoices or deal with customer satisfaction issues including complaint resolution.
- To carry out any other duties as reasonably requested by the HAMD in line with the position.

Health and Safety

- To oversee one's own health and safety and that of the team, supporting Tuntum in complying with its statutory duties.
- To follow and enforce all compliance and best practice procedures including: fire safety, gas safety, asbestos awareness, safe water awareness, radon awareness, manual handling, first aid, working at height, noise pollution, vibration and hot works.
- To be aware of and take reasonable steps to mitigate the risks posed by lone working.
- To be aware of and ensure adherence to safeguarding policies and processes.

Person Specification

Requirements	Essential	Desirable
Education	Level 3 or above relevant trade qualification	
Knowledge	Health and safety compliance protocols and responsive maintenance. The building trade within a Housing Association or local authority.	Current issues surrounding social housing. Housing voids.
Experience required	Multi-skilled work within the building trade. Managing or supervising direct reports.	Use of SDM housing software. Budgeting and finance systems. Work within a direct labour organisation. Work within a Housing Association or local authority.
Skills and aptitudes required	Excellent verbal communication skills. Ability to write clear and concise English. Proficient in Microsoft Office.	
Personal qualities required	Professional, reliable, influential, customer-focused. Commitment to continuous professional development.	
Circumstances	Full, current, UK driver's license.	

Approved by:	<i>Barrington Billings, HAMD</i>
Date approved:	<i>30/07/18</i>