JOB DESCRIPTION

1) Job Title: Repairs and Maintenance Team Leader

Reporting to: Preston Road Women's Centre CEO

Accountable to: Preston Road Women's Centre Management Committee
Salary scale: £35,235
Hours of work: 37

Holiday: 27 days

Pension: 3% contribution

Location: Mobile – office base Preston Road Women's Centre

2) Job Purpose (summary)

To supervise and manage the repairs and maintenance team at the centre.
To ensure a high standard of service delivery by the tradeswomen team and compliance with relevant legislation
To support team members' professional growth, by providing on-site mentoring as required,
Estimate time jobs will take and check work standards as routine
Liase with contractors, Hull CC Supported Accommodation Review Team and other relevant agencies

3) Job Dimensions

- You will lead and manage the women's centre repairs and maintenance team
- You will empower the repairs team's professional development
- You will evaluate jobs, on the ground, prior to them being completed to help develop realistic timescales for work and ensure work meets expected standards
- You will undertake routine and emergency property inspections as required
- You will liaise with contractors, SART team and other relevant bodies
- You will sign off worksheets and approve or query invoices appropriately
- You will ensure the safety and confidentiality of all customers in line with the organisation's policies
- You will work within the established job allocation system, for your own/customers safety and for effective work planning and administration.
- Contribute effectively to the Women's centre senior management team meetings
- You will work sympathetically with women who may have experienced abuse (for which training will be given) and operate in a way that aligns with this.

- You will report concerns regarding householders' safety appropriately using Preston Road Women's Centre's procedures, referring householders to PRWC for additional support when necessary.
- You will carry out administrative work required to ensure the smooth running of the service as necessary.

4) Knowledge, Skills and Experience Required

See additional person specification

5) Primary Duties and Areas of Responsibility

To deliver repair and maintenance services to tenants and be responsible for accurately reporting on work carried out throughout the day:

- Oversee the women's centre repairs and maintenance team
- Support and empower other women in the team to work effectively
- Provide accurate reporting on your own progress and impact to enable monitoring and evaluation of progress of the service against set targets and for reports for the management committee/trustees
- Support the production of evidence of the impact of the service for current and future funders
- Encourage tenants and other householders to be involved in evaluation of service delivery, act on feedback to ensure services remain relevant to the needs of survivors of abuse living in their own homes
- Communicate clearly and respectfully with tenants and home-owners
- Work efficiently and effectively within respective budgets
  Work within safeguarding guidelines
- Ensure health and safety requirements are met
- Ensure high quality service provision to women service-users

Staff Management

Responsibility for supervision and management of members of staff in the repairs and maintenance team

Health and Safety/Risk Management

The jobholder must comply, at all times, with Winner, the Preston Road Women's Centre Health and Safety policies, in particular, by following agreed safe working procedures and reporting incidents using the organisation's Incident Reporting System.
You will comply with relevant Health and Safety guidelines when working in service users homes

You will carry out a basic risk assessment when entering service users' homes and leave if the situation is not safe – reporting this immediately to Winner.

Equality and Diversity

The jobholder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, service users and visitors must be treated equally, irrespective of ethnic origin, age, disability, sexual orientation, religion etc.

Training and Personal Development – Continuous Professional Development

The jobholder will participate in all mandatory training required for the role and take responsibility for identifying and requesting further training to carry out the job to your full potential.
The postholder must take responsibility, in agreement with the management committee, for her own personal development, by ensuring that Continuous Professional Development remains a priority.
The jobholder will undertake training to upskill as required to for eg: train as a heating engineer, training in leadership and management to ensure a long career with improvement prospects.

Respect for Service Users' Confidentiality

The jobholder should respect service users' confidentiality at all times and not divulge their information, unless sanctioned, by the requirements of the role and GDPR.

6) Key Result Areas

Specific objectives for the post holder will be agreed through the process of regular Individual Performance Review meetings with their line manager

7) Communication and Working Relationships

To postholder will need to maintain good working relationships with a number of people in order to carry out her role effectively
Those people are:

<u>Internal within Preston Road Women's Centre/Witches</u>

(i) Preston Road Women's Centre CEO
(ii) Housing service Repairs staff
(iii) Housing service manager
(iv) WITCHES trustees
(v) Staff
(vi) Volunteers

<u>External to Preston Road Women's Centre</u>

(i) Hull City Council
(ii) contractors
(iii) Preston Road based organisations (public, private, voluntary)

(iv) Women's organisations in Hull
(v) Various charitable trusts
(vi) Private Sector Organisations

8) Special Working Conditions

There is a requirement for some flexibility in working hours, job and childcare responsibilities of householders may require some evening or/and weekend work. At some point, an emergency service may be introduced (with full notice) and you may be required to work an agreed shift pattern. There may be a need to attend meetings outside the normal working day and adjust hours, as required, to meet specific deadlines and responsibilities.

9) Job Description Agreement

Job Holder's Signature Date:

Director's signature Date:

Terms and Conditions:

1.	**Salary scale**	**£35,235**
2.	**Salary**	Payable monthly in arrears by Bank Credit Transfer
3.	**Hours of Work**	37 hours per week
4.	**Pension Scheme**	The organisation offers a stakeholder pension and employer's contribution to this pension or a nominated personal pension scheme at 3% of the employee's salary.
5.	**Annual Leave**	The leave entitlement for this post is 35 days (inclusive of bank holidays). The annual leave year runs from 1 April to 31 March.
6.	**Special Conditions**	The post holder may be required to work irregular hours on occasions in order to satisfactorily fulfil the requirements of the post.
7.	**Sickness Absence**	Employees absent from work owing to illness will be entitled, subject to the conditions of the agreement, to receive sick pay in accordance with the guidelines described in the organisation's standard contract.

All Terms and Conditions are in accordance with Winner, the Preston Road Women's Centre policies and practice

Confidentiality and GDPR

All members of the staff are bound by the requirements of GDPR 2018 and any breaches of the Act or of the confidential nature of the work of this post could lead to dismissal.

Safeguarding

The post holder must adhere to all policies and procedures designed to ensure safeguarding of children and vulnerable adults, including how to respond to any safeguarding concerns and how to make a referral appropriately.

Rehabilitation of Offenders Act 1974

Because of the nature of the work, this post may be exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Under these circumstances applicants for the post are not entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act and in the event of employment, any failure to disclose such convictions may result in disciplinary action or dismissal by the organisation.

Any information given will be completely confidential and will be considered only in relation to an application for a position to which the order applies.

Disclosure and Barring Service – DBS

Winner, the Preston Road Women's Centre, will ensure the national minimum requirement for Disclosure & Barring Service compliance is met. This requires all those who commenced working in a role exempt from the Rehabilitation of Offenders Act after 1st March 2002 to undertake an Enhanced DBS check.

Winner, the Preston Road Women's Centre, will only ask for an Enhanced DBS check when it is not an offence under the Police Act 1997 to do so. We are still entitled to ask all post holders in these posts to undertake an Enhanced DBS check but not all these posts are now entitled to a Children or Adult Barred List check (See 1.3 below for further details).

All posts (paid and unpaid) across Witches, Winner, the Preston Road Women's Centre require a DBS check at the start of an employment. Subsequently all posts require a three yearly DBS check. In addition there are certain posts that will require an advanced check for regulated activity.

Preston Road Women's Centre Management Committee