

Job Description

Job Title:	Area Technical Manager
Reporting to:	Operations Manager
Directorate:	Property
Direct Reports:	Approx. 7
Budget:	N/A
JD date reviewed:	March 2023
Job Level:	14

Job Purpose

To deliver a range of core trades in order to carry out repairs and maintenance services to Eastlight customers which is professional, efficient, timely and of high quality (completed in line with the necessary Eastlight and legislative standards). To ensure efficient management (including auditing and review) of resources, including people management, health and safety, compliance and all evidence that all service delivery decisions are based on accurate and up-to-date data.

Key Strategic Responsibilities

- Support the Home Solutions Operational Management team in Inspecting, auditing, coordinating and monitoring Eastlight Community Homes' Repairs Service delivered by the direct trades' team.
- Assist the Operations Management Team in day-to-day site-based activities, including direct management to trades operatives whilst undertaking repairs tasks
- Help in improving the service delivered to customers by demonstrating strong performance and people management skills focusing on KPIs, productivity, efficiency and the quality of the service; good customer experience.
- Ensure that decisions are supported by valid and up-to-date data by providing regular updates on the performance of your business area and taking corrective action where required.
- Work with the service providers that support the in-house repairs service and ensure the work undertaken by these contractors is in-line with Eastlight's quality and requirements to delight its customers.

Key Functional Responsibilities

- Data led decisions – Access, analyse, interpret available data to determine a continuous improvement plan to service area.
- Present regular reports – using available data, provide a regular report on business area to provide assurance on performance, or corrective action where necessary.
- Continuous forward planning for resourcing requirements, detailing cost to Eastlight, budgetary considerations & impact on performance.
- Work directly with the Scheduling Team & Area Technical Managers to ensure planned repair tasks are booked in accordance with the operative's skillset, geographical location and in a timely manner, ensuring our KPI targets are met.

- Routine monitoring of Operatives including H&S checks, productivity reviews and using the data and performance reports available to ensure efficiency remains as high as possible.
- Identify and manage any areas or problems in service delivery through to solution, in agreement with the repairs management team.
- Identify methods of filling skills gaps, ensuring training is up to date for all operatives and recommend upskilling development with the team.
- To apply and actively promote the principles of the Eastlight Community Homes' Equality Policy in all areas of employment and service delivery.
- Actively promote and embrace the behaviours of Eastlight Community Homes' staff and enhance the overall customer experience. Using your customer service excellence, the team will need to lead by example, under your guidance, to demonstrate these behaviours that delight the customer experience.
- Take responsibility of fostering, improving and maintaining good levels of communication within, and across the Home Solutions Team, as well as those that cut across your business area, complaints etc.
- To be the first point of contact to assist the trade operatives and scheduling team with technical queries, fault finding and guidance where required.
- Hold regular meetings with the trade's teams and report directly to the repairs management team for updates and development and improvement plans.
- Maintain the correct use of Eastlight's software systems by all users within the team
- To provide a "hands on" approach to the delivery of the Home Solutions service by additionally undertaking works within your teams' trade division where required.
- To, at all times, work in a safe, professional and courteous manner, ensuring that all works are carried out with all due regard to the health and safety of all persons that may be affected by the works.
- Support the Operations Management Team with technical queries working directly with the scheduling team to ensure the team are operating the most efficient way, decreasing our travelling and delivering above industry standard first-time fix rates.
- Routinely undertake pre-works inspections, completion inspections and selected auditing to ensure we remain compliant at all times.
- Undertake the duties and responsibilities of the post, others as directed by the Repairs Manager and at all times comply with Eastlight Community Homes' Health & Safety Policy, Risk Assessments, Safe Working Practices, COSHH Assessments and all relevant Health & Safety Regulations.

Person Specification	
Education & qualifications	• City & Guilds L3 or Equivalent in a recognised building trade.
Experience	• Experienced in a broad range of maintenance and repair work in occupied and unoccupied properties. • Proven experience in being able to provide practical advice to resolve technical problems across multiple trade disciplines. • Self-motivated & able to work on your own Initiative and in a team fostering better working relationships, improving the performance of the team and delivering improved Value for Money and customer satisfaction. • Proven experience in building positive relationships with your team, and key stakeholders. • Demonstrable experience in effective communication with your direct team and key stakeholders.
Knowledge and Skills	• Proven interpersonal skills of liaising a trades team in a high-pressured dynamic environment in the office and on site. • Strong report writing. • Data analysis. • Experience in using Microsoft suite of applications (word, excel, Outlook). • Current full UK driving licence.