

Post Specification

Date	December 2024
PG Number	8362
Post Title	Maintenance Team Leader – Level 3
Job Family	Operations
Job Family Role Profile	OP13
Final Grade	13

To be read in conjunction with the Job Family Role Profile.

Service Area Description
To provide and manage general maintenance (planned and re-active) duties across a wide range of disciplines within the Westmorland and Furness District.
Purpose of this post
The role of a Maintenance Team Leader is to lead the Directly Employed Technical Team (DETT) which is responsible for carrying out general reactive and planned maintenance services whilst maintaining high levels of customer satisfaction within Westmorland & Furness Council's property portfolio. The skilled team leader will be expected to lead and deliver the highest of service standards within targets, maintain Health & Safety excellence and drive to improve service whilst sustaining a safe environment and excellent customer experience.
Key job specific accountabilities
<p>Manage and lead the Maintenance Team (DETT) to drive performance and quality standards throughout, whilst managing client requirements and ensuring the service is delivered in a planned and coordinated manner. Plan, visit, and approve worksites, providing regular updates on progress and risks to senior management.</p> <p>To prioritise, delegate, manage and inspect maintenance and repair tasks on a variety of faulty, damaged, worn, or fatigued materials and components, addressing parts of a structure as needed. This includes the management of partial repairs or complete replacements, as well as responsive and emergency work which is to all managed via Concerto (Councils Property Asset Management CAFM Software). General maintenance and repair works are considered to fall within: masonry work; joinery repairs; general plumbing works, plastering, tiling and decorations and groundworks.</p> <p>To be responsible for all health and safety management, including the implementation of safe systems of works and ensuring that the team carry out dynamic risk assessments to ensure that all works can be safely executed. To comply with the councils Health and Safety Policy and Procedures including Safe Systems of Work, Risk Assessments, Manual Handling, Fire Warden Duties and Active Monitoring and Code of Safe Working Practice.</p> <p>The Team Leader is responsible for managing daily tasks, ensuring adherence to safe work systems at all times. Implement and oversee these practices in compliance with the latest HSE guidance and requirements, alongside collaboration with and reporting to Corporate Health and Safety Team when required. The overall responsibilities would include:</p> <ul style="list-style-type: none"> • Manage health and safety risks, assess potential risks, manage health and safety controls, and provide information to employees, conduct consultations, and offer safety training. • Manage any sub-contractors, and act as the Council's Client representative (under CDM 2015) with general health and safety responsibilities.

- Ensuring employees follow training, take reasonable care for their own safety, and cooperate with employer efforts.
- Carry out risk assessments, provide training, stay up to date with legislation, ensure compliance, and record and investigate incidents.
- COSHH assessment etc.
- CDM Regulations and management on behalf of various responsibilities.

Maintain on-site Health, Safety and Machinery Inspection (PUWER) documentation at all times and therefore must be able to demonstrate good written communication and have previous experience of maintaining site records.

To work closely with the Facilities Management team, Assets Team, grounds maintenance and be responsible for providing the essential support that is required to the Corporate Assets Lead, within Corporate Assets Service, Resources Directorate.

Use, maintain and supervise all specialist tools and equipment in a safe manner in accordance with all applicable safe working practice codes (PUWER etc.).

There will be a requirement to provide out of hours cover (on-call), including weekends and Bank Holidays to meet the needs of the service and will be subject to a rota system. Note: additional pay to cover on-call is paid in addition standard working pattern.

Maintain and develop good working relationships with customers and clients and provide technical guidance and assistance to internal and external customers and to communicate effectively both written and verbally.

As this is a public facing role, interaction with the public is highly likely and therefore the successful candidate must be able to communicate politely and effectively while promoting the work of the Council and its reputation.

To display a positive attitude and flexibility to react to emergencies, complaints and urgent requests required to meet business needs.

To undertake the management of H&S incidents (investigation), training needs (for the team), job planning (task/scheduling), etc.

Assist in maintaining a healthy, safe and secure working environment and act in accordance with the Councils current Corporate Assets and Health and Safety Policies and Procedures.

Undertake any training required for the post and to stay current with evolving legislation.

Any other duties as may reasonably be requested by the either the Corporate Assets Lead or Building Surveying Team within Westmorland and Furness boundaries. The above duties and responsibilities do not include or define all tasks that may be required by the post holder, these duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed. These factors are reflected in the grading of the post.

Please note annual targets will be discussed during the appraisal process

Key facts and figures of the post

Budget Responsibilities	<ul style="list-style-type: none"> • Management and monitoring of various maintenance budgets, reporting expenditure.
Staff Management Responsibilities	<ul style="list-style-type: none"> • Management of a team of 5, increasing subject to service needs.
Other	None

Essential Criteria - Qualifications, knowledge, experience and expertise

- City and Guilds Certificate / NVQ level 4 attainment relevant to post or demonstrable equivalent experience working in specialist area
- Time served in property management.
- CITB SMSTS (Site Managers' Safety Training Scheme)
- Full UK driving licence.
- At least five years' management on various types of maintenance. Preferably a relevant and advanced maintenance qualification or time-served with extensive knowledge, understanding, and experience.
- Manage all health and safety processes, ensuring compliance with CDM 2015 and other safety legislation.
- Work within the Councils Health, Safety, and Environmental policies and the statutory requirements of the Health and Safety at Work Act 1974 and subsequent legislation. Knowledge and experience of Safe Working Procedures (SWP), Risk Assessments (RA) s, permit systems, isolations and their implementation and operation.
- Conduct performance reviews for the DETT team, including subcontractors.
- The ability to question, and request the right training and development that links to the post, to seek opportunities that add to skills and knowledge. To respond positively to opportunities that arise and to support and share learning with others.
- Extensive planning and property maintenance trade experience, especially coordinating people from various trades working in the field.
- Team development to include, recruitment, performance management, coaching and supervision
- To agree weekly workplans with team members, project manager(s), Heads of Operations and other relevant stakeholders, and ensuring delivery to agreed schedule of works.
- Plan for the acquisition of materials to perform maintenance, repairs and alterations, whilst monitoring budgets.
- To provide technical support where required and competent to do so, or network with colleagues to gain appropriate support.
- IT literate to update Council records via digital platforms (smart mobile phone and tablet)
- NEBOSH General Certificate in Health and Safety or working towards (essential)
- Understanding and management experience of Concerto (Councils Property Asset Management CAFM Software) (desirable)
- Experience of assessing stock levels and re-order profiles for the critical and service spares necessary to deliver the agreed maintenance activities and availability levels.(desirable)
- To recommend and design improvements to facilities which increase availability, capability and reduce operational costs of ownership while retaining a safe operating environment. (desirable)

Disclosure and Barring Service – DBS Checks

This post requires an Enhanced Childrens and Adults DBS check

Job working circumstances

Emotional Demands	<ul style="list-style-type: none"> • None
Physical Demands	<ul style="list-style-type: none"> • Occasional physical demands of a considerable nature during use of heavy equipment/tools.
Working Conditions	<ul style="list-style-type: none"> • Working conditions can vary depending on the job criteria, although both indoor and outdoor working throughout the year.
Other Factors	