

Decision under Delegated Powers

Responsive Repairs, Repairs and Investment, Landlord Services Restructure

Officer Requesting the Decision

Debbie Bartlett -Repairs & Investment Manager

Officer Making the Decision

Robert Mitchell

Recommendations

1. To create the following permanent posts with effect from 1st October 2023
 - Two NEW Assistant Repairs Team Leader, in H003 for 37 hours/week, both graded at SO1. 74 hours in total.
 - One NEW Senior Business Support Officer, in H001 for 37 hours/week graded at SO1.
 - One NEW Repairs Team Leader, in H001 for 37 hours/week graded at PO1.
 - One NEW Plasterer, in H001 for 37 hours/week graded at Skills Group 3.
2. To delete the following posts from the establishment with effect from 1st October 2023
 - M255 Chargehand 37 hours (vacant).
 - M259 Grounds work Damp & Drainage Maintenance Operator 37 hours (vacant).
 - W119 Bricklayer 37 hours (vacant).
 - W122 Roofer 37 hours (vacant).
 - W158 Electrician 37 hours (vacant)
 - M261 Ground works Damp and Drainage Engineer 26 hours (vacant)

3. To increase the grade for three current Repairs Team Leader permanent posts:

- Increase the grade from SO2 to PO1 for the two M250 Repair Team Leader posts (74 hours in total) in H001 effective from 1st October 2023.
- Increase the grade from SO2 to PO1 for M253 Repairs Team Leader post (37 hours in total) in H003 effective from 1st October 2023.

To pay an acting-up allowance to the 3 postholders of posts M250 (x2) and M253 (x1) for the period from 20th January 2023 to 30th September 2023 equivalent to the difference between their current salary points within SO2 and the bottom salary point of grade PO1.

Reasons

- 1 to 3. To implement changes to the structure of the team following an organisational change review.
4. The above three Team Leader posts went through job evaluation on 20th January 2023 to reflect the changes needed. As there was an urgent need for the team leaders to undertake the new duties with immediate effect it was agreed to pay them at the bottom of PO1 grade for acting up prior to going through consultation.

Authority for Decision

Under the Constitution the Chief Executive (as head of paid service) has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption of services or involving a change from direct to indirect provision or vice-versa or other policy implications.

Decision and Date



Robert Mitchell (he, him, his)

Chief Executive

13th November 2023

Background

A review of the responsive repairs and voids has taken place and the first consultation with the team took place on 31st August 2023 to discuss the proposed changes. The main aim of the planned changes are outlined below:

- ❖ Reduce and refine the span of line management control for repairs team leaders to enable them to focus more closely on the management of the customer experience in respect of repairs.
- ❖ Ensure employees are supported better in carrying out their work duties, have mechanical and engineering staff managed by the specialist leads.
- ❖ Regularise the position in respect of the chargehand supporting the delivery of void works by replacing this position with an Assistant Repairs Team Leaders.
- ❖ Put a new senior business support officer in place to support contract administration and closer control of external contractors.
- ❖ Add an additional Repairs Team Leader post to the establishment to support operatives, respond to complaints, and lead recruitment campaigns for operative positions.

The team were asked to respond by 27th September 2023 to offer any comments or concerns no alternative proposals were received and further meeting took place on 28th September 2023 to confirm the above changes.

The main aim of the planned changes is to make sure that operatives are provided with management and technical support. This will be achieved through a few relatively minor changes to line management.

Some further resource is needed to support the effective management of external contractors delivering specialist services.

The intention going forward is to increase the delivery capacity of the in-house repairs team. An appropriate level of management resource will, as a consequence of this DD, be in place to achieve that.

Comments from HR

HR Adviser: S Choudhury (23/10/2023)

Summary of comments from HR

Management consulted with all staff to implement the required changes.

Once the DD is approved management will need to advertise the newly created posts in line with CBC's recruitment policy.

Contract variation eforms will need to be completed to reflect the changes in grades of the post as well as in respect of the proposed acting-up allowances once DD approved.

Financial Implications

Ref: HRA / 2023-24 / Repairs re-structure

	Cost Centre	Cost Centre Name	Post No.	Post No. name	Hours	Grade (top of scale)	Deletion of posts* (£) (on-costs) FULL YR COSTS	Creation of posts / Increase in grade* (£) (on-costs) FULL YR COSTS
NEW POSTS								
	01.10.23							
1	H003	Responsive Repairs NEW		Assistant Repairs Team Leader	74	S01		102,600
	H001	Responsive Repairs W119 (was M260)		Bricklayer (was Chargehand)	37	G3	- 41,100	
	H001	Responsive Repairs M261		Grounds Works Damp & Drainage Engineer	20.5	G3	- 35,100	
	H003	Responsive Repairs		HRA Financing Fund (£500K)			- 26,400	
2	H001	Responsive Repairs NEW		Senior Business Support Officer	37	S01		51,300
	H001	Responsive Repair W122		Roofer	37	G3	- 41,100	
	H003	Voids Repairs M255		Chargehand	9.5	G3	- 10,200	
3	H001	Responsive Repair NEW		Repairs Team Leader	37	P01		61,100
	H001	Responsive Repair M259		Grounds Work Damp & Drainage Maintenance Op	37	G3	- 41,100	
	H003	Voids Repairs M255		Chargehand	18	G3	- 20,000	
4	H001	Responsive Repair NEW		Plasterer	37	G3		41,100
	H001	Responsive Repair W158 (was M254)		Electrician	37	G1	- 41,100	
AMENDED POSTS								
5	H001	Responsive Repair M250		Repairs Team Leader	74	Increase grade from S02 to P01		11,000
	H003	Voids Repairs M253		Repairs Team Leader	37	Increase grade from S02 to P01		5,500
	H003	Voids Repairs M255		Chargehand	9.5	G3	- 10,500	
	H001	Responsive Repair M261		Grounds Works Damp & Drainage Engineer	5.5	G3	- 6,000	
Honorariums								
6	H001	Responsive Repair M250		Repairs Team Leader	74	Honorarium from 20.01.23 - 30.09.23		1,400
	H003	Responsive Repair M253		Repairs Team Leader	37	Honorarium from 20.01.23 - 30.09.23		700
					Existing vacancies (One-off)			
	H001	Responsive Repair M261		Grounds Works Damp & Drainage Engineer		G3	- 2,100	
							- 274,700	274,700

Costs calculated at the top of each grade with approximately 45% on-costs. Based on 2024-25 Salary Master and should be noted that the pay award (if any) has not yet been agreed. No supplements included within the calculations. 2023-24 costs pro-rata'd 6/12th.

Item 1 above - £26,400 HRA Financing Fund (£500K) - To be fully funded through the HRA Financing Fund as per Cabinet report 1st June 2023. Delegated authority has been given to the Director of Housing and Wellbeing in consultation with the Lead Member for Public and Private Sector Housing and the Council's Section 151 Officer or Head of Finance to draw down from the HRA Financing Fund a sum of up

to £500k each year to fund initiatives to meet the challenges arising from a complex operating environment and improve services provided to tenants.

Item 6 above - The acting up payment is funded as a one-off from existing vacancies within Post M261 (Grounds Works Damp & drainage Engineer).

Risk Management

There are no specific risks associated with this decision.

Key decision: No

If yes:

Date included on forward plan N/A

Background papers: No

Appendix One: Job Description - Assistant Voids Repairs Team Leader

Division:	Landlord Services
Job Title:	Assistant Voids Repairs Team Leader
Grade:	SO1
Post Number:	
Base/Location:	Southfields Offices
Responsible To:	Repairs Team Leader
Responsible For:	Responsive Repairs & Voids Operatives and Apprentices
Key Relationships/ Liaison with:	Customers of Charnwood Borough Council Suppliers Contractors Council Officers Repairs Team Leader Business Support Team Operatives

Job Purpose

- To ensure Charnwood Borough Council Landlord Services achieves its vision and business objectives to drive and develop the Repairs & Investment section to achieve and maintain top quartile performance in all categories.
- To develop and maintain a customer focused culture, values and reputation with all staff, customers, suppliers, contractors, partners, and regulatory /official bodies and ensure that tenants, leaseholders and customers are at the heart of all services.
- To assist and support the Repairs Team Leader to effectively lead, develop, motivate, empower and manage the responsive repairs and void teams and cover the duties of the Repairs Team Leader in their absence.

Main Duties and Responsibilities

1.	To assist and support the delivery of responsive and void repairs, to a high, standard, on time and within budget to the customers satisfaction.
2.	To assist with pre and post inspection of responsive and void repairs, where necessary, in order to diagnose causes and determine work required in person or by conducting telephone survey work.
3.	Maintaining accurate records of all inspections and correspondence for audit purpose.
4.	To assist the Repairs Team Leader to resolve complaints raised in connection with responsive and void repairs in a prompt, positive and professional manner following the Council Complaints Policy.

5.	To ensure operatives vans have sufficient materials to enable the service to operate effectively. Conducting and documenting an auditable van stock check on a regular basis, with an effective arrangement in place to control and track the use of materials.
6.	Ensure all accidents and near misses are reported in accordance with Council procedures. Conduct H&S audits on operatives to ensure health and safety procedures are being followed and risk assessment are in place reviewed , understood and followed by operatives. Taking appropriate action on any breaches.
7.	Ensure operatives have all the personal protective equipment (PPE) required and it is used appropriately.
8.	To liaise with contractors and other Charnwood Borough Council in-house departments in an effective manner undertaking site checks to ensure contractors are complying with contract documentation.
9.	Assist, when necessary, with forced entry into Council properties to enable access and secure property as required.
10.	Take part in an out-of-hour's standby rota, attending to out-of-hours emergencies as required.
11.	To assist Repairs Team Leader with site visits connected to disrepair cases, producing documents to assist with investigations.
12.	To assist Repairs Team Leader with site visits connected to minor works ensuring work is carried out to a high standard on time to the customers satisfaction and in line with Occupational Therapist recommendations.
13.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies. To adhere to all Council Policies, procedures and processes and review on a regular basis.
14.	Delivery of an effective and appropriate service to all service users, fairly and without discrimination at all times in compliance with the Equality and Diversity Policy.
15.	To Carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.
Special Factors	
<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. • Post holder must have a full driving licence. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: Repairs & Investment Manager Date: December 2022

Appendix Two: Person Specification - Assistant Voids Repairs Team Leader

Division:	Landlord Services
Job Title:	Assistant Voids Repairs Team Leader
Grade:	SO1
Post Number:	

	Essential	Desirable	How assessed
Qualifications			
Working towards HNC/HND/Degree in Building Construction or related field.		✓	App/Doc
OR			
Demonstrable experience, skills and knowledge identified within the requirements of the job profile, as evidenced through formal performance review processes.	✓		App/Int
Experience			
Previous significant experience of surveying and inspecting domestic properties.	✓		App/Int
Delivering a high standard of customer service.	✓		App/Int
Skills/Knowledge			
Ability to supervise Operatives and Apprentices.	✓		App/Int
Substantial knowledge of causes and remedies of domestic building defects, damp, condensation, and repairs.	✓		App/Int
Good knowledge of Health & Safety and relevant Statutory legislation.	✓		App/Int
Awareness of working with asbestos and the health and safety requirements.	✓		App/Int
Ability to prioritise workload, multi-task, and work with minimum supervision.	✓		App/Int

A pragmatic approach to problem solving.	✓		App/Int
Good working knowledge of IT systems including Word and Excel and ability to use and apply housing management systems and housing management repairs data base.		✓	App/Int
Interpersonal Skills			
Ability to work effectively as part of a team.	✓		App/Int
Effective verbal and written communication skills.	✓		App/Int
Ability to constantly deliver a high standard of customer satisfaction.	✓		App/Int
Other requirements			
Driving licence.	✓		App
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.			App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

Key:

App = Application form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical questionnaire

Doc = Documentary evidence (e.g., certificates)

Prepared by: Repairs & Investment Manager **Date:** December 2022

Appendix Three: Job Description - Senior Business Support Officer

Division:	Landlord Services
Job Title:	Senior Business Support Officer
Grade:	SO1
Post Number:	
Base/Location:	Southfields
Responsible To:	Repairs & Investment Manager
Responsible For:	None
Key Relationships/ Liaison with:	Landlord Services Senior Management Team, Elected Members, service users, Contractors, Business support Officers and Business Support Team Leader.

Job Purpose	
	<ul style="list-style-type: none"> • Manage and co-ordinate Contract Administration for the Repairs & Investment section working with Contractors and reporting to the Repairs & Investment Manager. • Manage the Services' Disrepair claims. • Assist with the complaints management procedure, including investigating complaints, making decisions and recommendations for resolution and compensation, and communicating all decisions to stakeholders both written and verbally. • Ensure the Housing Operations comply with Landlord Services service standards and achieves high levels of customer satisfaction. • Assist with setting targets, collate and monitor performance information, present timely KPI data and benchmarking information. • Manage and co-ordinate operational support and administration activities for the Housing Management service and provide a range of support services.

Main Duties and Responsibilities	
1.	Support and co-ordinate all contract administration providing a range of support services to ensure the smooth running of operational activities.
2.	Have overall responsibility for Contract Administration including checking draft valuations , works orders, instructions and variations, processing of final valuations, Payment Certificates and invoices.
3.	To ensure that service contracts are managed in accordance with the council's standing orders, financial regulations and contract procedures at all times.

4.	To arrange and attend regular meetings with contractors, to take minutes and manage and provide documented minutes of all such meetings.
5.	Co-ordinate Disrepair claims investigations and ensure that proper and effective systems and processes are in place for efficient storage, retrieval and archiving of Disrepair claims and adhered to within the appropriate timescales.
6.	Support the complaints process for Housing Services. Co-ordinate complaint investigations to ensure that appropriate investigation of complaints is adhered to within the appropriate timescales.
7.	Ensure that accurate and detailed performance information is readily available, and that Repairs & Investment Section is able to capture, collate, report and analyse the most appropriate source data from a number of systems to meet the needs of the user and the service.
8.	As a term of your employment, you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments
9.	Delivery of an effective and appropriate service to all service users, fairly and without discrimination.
10.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: September 2022

Appendix Four: Person Specification - Senior Business Support Officer

Division:	Landlord Services
Job Title:	Senior Business Support Officer (Housing Management)
Grade:	SO1
Post Number:	

	Essential	Desirable	How assessed
Qualifications			
Minimum of 5 GCSE's at grade C and above or equivalent.	✓		App/Doc
NVQ level 3 or above.		✓	App/Doc
OR			
Demonstrable experience identified within the section below.	✓		App/Int
Experience			
Experience of working within a complaints and/or customer care function.	✓		App/Int
IT literate and experience in the use of a variety of IT systems and spreadsheets.	✓		App/Int
Experience of analysing data.	✓		App/Int
Understanding of the services provided by the organisation or experience of working within the sector.		✓	App/Int
Experience of training staff in corporate and departmental procedures and implementing policies to required standards.		✓	App/Int

Skills/Knowledge Excellent standard of literacy and effective written communication skills for writing letters, reports, meeting notes and decisions. Ability to make decisions, take the initiative and work under own direction in order to achieve targets and meet deadlines. Ability to deal with a demanding workload and to prioritise accordingly. Ability to work as part of an effective team and as an individual. Experience of undertaking equality impact assessments.	✓ ✓ ✓ ✓	 ✓	App/Int App/Int App/Int App/Int App/Int
Interpersonal Skills Personal integrity and ability to respect confidentiality at all times. Excellent interpersonal skills and a proven ability to communicate effectively at all levels.	✓ ✓	 	Int Int
Other requirements An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations. Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓ ✓	 	App/Int App/Int

Key:

App = Application form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical questionnaire

Doc = Documentary evidence (e.g. certificates)

Prepared by: Repairs & Investment Manager **Date:** September 2022

Appendix Five: Job Description - Repairs & Maintenance Team Leader

Division:	Landlord Services
Job Title:	Repairs & Maintenance Team Leader
Grade:	PO1
Post Number:	M253
Base/Location:	Southfields Offices
Responsible To:	Principal Officer – Repairs and Maintenance
Responsible For:	Responsive repairs and void operatives Contractors Material supplier
Key Relationships/ Liaison with:	Customers of Charnwood Borough Council Suppliers Contractors and Consultants Council Officers MP & Councillors Repairs & Investment Manager Business Support Manager Principal Officer Manager Chief Executive Board Members

Job Purpose	
	<ul style="list-style-type: none"> To ensure Charnwood Borough Council Landlord Services achieves its vision and business objectives to drive and develop the Repairs & Investment section to achieve and maintain top quartile performance in all categories. To develop and maintain a customer focused culture, values and reputation with all staff, customers, suppliers, contractors, partners and regulatory /official bodies and ensure that tenants, leaseholders and customers are at the heart of all services. To assist and support the Principal Officer – Repairs and Maintenance to effectively lead, develop, motivate, empower and manage the responsive repairs and void teams and cover the duties of the Principal Officer – Repairs and Maintenance in their absence.

Main Duties and Responsibilities	
1.	Deputise for the Principal Officer - Repairs & Maintenance and cover as necessary for members of staff if required.
2.	To supervise and effectively manage the trade workforce of the responsive repairs and voids teams including in-house operatives ,contractors, agency workers, and suppliers. To ensure they have a clear focus on quality and customer service delivery and are motivated and empowered to achieve

	objectives and performance against targets meet the Council's expectations.
3.	Providing advice and guidance where necessary, deliver toolbox talks, carry out one to ones and Personal Reviews and ensure all training requirements are met and ensure teams follow the vehicle usage procedures.
4.	To organise and maintain the out-of-hours standby service, ensuring satisfactory levels of cover, controlling and monitoring the standby rota and contact details, and providing support and assistance to the staff on call. This may include dealing with an incident on site, or responding to telephone enquiries as appropriate.
5.	To ensure that there is performance accountability within the service, and that there is a full commitment to the delivery of excellent customer focused services and achieve top quartile KPI and other performance indicators as may be specified.
6.	To resolve complaints regarding responsive and void repairs in a prompt, positive and professional manner in line with the Councils complaints policy.
7.	To provide comprehensive written reports following investigations, complaints, pre and post repairs inspections, diagnosis of repairs defects and produce detailed specifications as required.
8.	To provide comprehensive written reports that can be used to support the Council defence against disrepair cases , ensuring work is booked in and completed in the required target times as specified by solicitors.
9.	To carry out both work in progress and post inspections with regard to minor works as outlined by Occupational Therapist and follow agreed procedure to update the Asset team within agreed time scales.
10.	To carry out both work in progress and post inspections to ensure that repairs are being carried out effectively. Post inspection work will involve visiting void properties around the Borough.
11.	To provide support in the effective procurement and contract management of suppliers and contractors in supporting the delivery of responsive repairs and voids services to Senior Management.
12.	To support in all enabling requirements such as waste management, transport and vehicle management, stock replenishment and material and stock purchasing and framework agreements.
13.	To ensure compliance with standing orders, financial regulations, all legal, statutory and any other relevant provisions governing or affecting the council.
14.	To effectively manage and control all expenditure within the defined budgets allocated to the Repairs and Voids Maintenance service and ensuring that recharge procedures are followed.
15.	To ensure that all specified maintenance work complies with current Building Regulations, Codes of Practice and Health & Safety legislation (in particular CDM Regulations 2007) and any other statutory requirements or European Directives relevant to the specific work.
16.	To ensure that the organisation's health and safety, risk management , equality, diversity and inclusion policies are fully implemented at all times

	and in all aspects of service delivery and employment. To lead and support on all safeguarding requirements for the service area and ensure that adequate risk assessments and are in place and that safe working practices are adhered to.
17.	Delivery of an effective and appropriate service to all service users, fairly and without discrimination.
18.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
19.	Review, develop and maintain written procedures, ensuring these are implemented and training is consistent across the Service.
Special Factors	
<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. • Post holder must have a full driving licence and access to a car for which an essential user allowance will be paid. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared/Revised: Repairs & Investment Manager **Date:** December 2022

Appendix Six: Person Specification - Repairs & Maintenance Team Leader

Division:	Landlord Services		
Job Title:	Repairs & Maintenance Team Leader		
Grade:	PO1		
Post Number:	M253		
	Essential	Desirable	How assessed
Qualifications			
ONC in Building Studies/Construction Management or equivalent level.	✓		App/Doc
High level trade qualification.	✓		App/Doc
Evidence of continual professional development.	✓		App/Doc
HNC in Building studies/Construction Management or equivalent level.	✓		App/Doc
Appropriate Technical /Institute Membership eg.RICS ,CIOB.		✓	App/Doc
Appropriate qualifications in Health & Safety.		✓	App/Doc
Appropriate project management qualification.		✓	App/Doc
Appropriate management qualification.		✓	App/Doc
OR			
Demonstrable experience identified within the section below.	✓		App/Int
Experience			
Proven supervisory experience in the delivery of a high quality in-house (DLO) repairs and maintenance service.	✓		App/Int
Demonstrable experience of and ability to create a vision for a service and to operate strategically.		✓	App/Int

Significant experience in managing both voids and responsive repairs within an in-house operation.	✓		App/Int
Experience of planned maintenance and asset management contracts.		✓	App/Int
Management experience in a construction related environment.	✓		App/Int
Extensive knowledge and understanding of the legal and statutory framework relating to employment, local government and repairs and maintenance services.	✓		App/Int
Experience of successfully supporting and managing the process of change within an organisation.		✓	App/Int
Significant experience of supply chain and procurement of contracts including materials and stock.	✓		App/Int
Experience of successful performance-based management in a customer focussed service organisation.	✓		App/Int
Skills/Knowledge			
Ability to lead, motivate, performance manage and develop teams.	✓		App/Int
Ability to make decisions, take the initiative and work on own direction.	✓		App/Int
Excellent attention to detail and the ability to rapidly analyse written information against a pre-defined criteria.	✓		App/Int
Be able to demonstrate continuous service improvement through innovative thinking and application of improved processes and procedures.	✓		App/Int
Awareness and evidence of good practice of Health and Safety Legislation in relation to the construction industry.	✓		App/Int
Experience of managing safeguarding issues for both adults and children.		✓	App/Int

Commercial astute ability to understand commercial implications and risks.	✓		App/Int
Able to demonstrate skills to improve services and performance for residents.	✓		App/Int
Experience of successfully developing services to achieve and maintain excellent performance within a Value for Money Framework.	✓		App/Int
Excellent written networking and presentation skills.	✓		App/Int
Experience of managing and maintaining partnership working.	✓		App/Int
Experience of managing projects using standard methodology to track and deliver results.	✓		App/Int
Experience of preparing, monitoring and controlling budgets within a Value for Money Framework.		✓	App/Int
Experience of identifying, monitoring and managing risk.		✓	App/Int
High level of experience in the use of housing IT including scheduling solutions and mobile technology.	✓		App/Int
Knowledge and experience of using IT as an analytical and management tool.	✓		App/Int
Must be able to demonstrate personal development.		✓	App/Int
Interpersonal Skills			
Good interpersonal skills and a proven ability to communicate effectively at all levels.	✓		Int
Other requirements			
Must be flexible and be prepared to work outside normal office hours on occasion according to the needs of the service.	✓		App

An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int

Key:

App = Application form

Test = Test

Int = Interview

Pre = Presentation

Med = Medical questionnaire

Doc = Documentary evidence (e.g. certificates)

Prepared by: Repairs & Investment Manager

Date: December 2022

Appendix Seven: Job Description - Plasterer Multi tasked

Division:	Landlord Services
Job Title:	Plasterer Multi tasked
Grade:	Skills Group 3
Post Number:	W121
Base/Location:	Council Offices Southfields
Responsible To:	Repairs Team Leaders
Responsible For:	Apprentices and Trainees
Key Relationships/ Liaison with:	Managers, Contractors other tradesmen and Tenants

Job Purpose
<ul style="list-style-type: none"> • To ensure CBC achieves its vision and business objectives, by supporting the Repairs Team Leaders to drive and develop the service to achieve and maintain top quartile performance in all categories. • To deliver high quality customer standards and contribute to achieving and retaining the customer service excellence standard. • To carry out a wide range of plastering work associated with the business activities of CBC. • To undertake all work to a competent recognised standard, with minimal risk to the health and safety of all those it may affect.

Main Duties and Responsibilities	
1.	To support the Repairs Team Leaders, through partnership working, in the delivery of CBC's mission, vision and values and the delivery of the Management Agreement and Delivery Plan.
2.	To support the Repairs Team Leaders with the achievement of strategic, corporate and partnership initiatives for the repairs and investment services.
3.	To support the directorate in ensuring that the repairs and maintenance service reflects the needs and aspirations of the local community.
4.	To contribute to the Council's out of hours call out service and be included on a rota.
5.	To support the Repairs Team Leaders in delivering an excellent vacant property repairs service, responsive repairs service, gas servicing, maintenance and compliance service and planned maintenance services that are customer focussed and meet all legislative and statutory requirements.
6.	Carry out all types of repairs and maintenance work in a multi-skilled environment allied to the plastering trade discipline.

7.	Undertake appropriate working across trades during peaks and troughs of demand or surplus/shortfall of trade skills.
8.	Complete work to a high standard of quality and output.
9.	Ensure that repairs are carried out promptly and within the appropriate time limits.
10.	Introduce yourself to the tenant, show proof of identify and explain the nature and purpose of the repair. Wear overshoes within tenant properties.
11.	Liaise with other building trades as necessary for the efficient co-ordination of work activities.
12.	Notify the Repairs Team Leaders of any necessary major variations from the work as stated on the works order.
13.	Maintain safe methods of work at all times and adhere to current Health and Safety legislation.
14.	Wear appropriate personal protective equipment relevant to the task.
15.	Report all accidents and/or hazardous occurrences to the Repair Team Leader.
16.	Complete and submit vehicle sheets and any other procedural requirements as per the nature of the job.
17.	Act at all times in an appropriate and customer friendly manner when dealing with tenants and/or members of the public, ensuring the delivery of an effective and appropriate service to all service users fairly and without discrimination.
18.	Attend relevant training courses as and when required.
19.	Able to identify and advise on correct remedial action for all plastering and rendering works and specify correct product for best possible outcome.
20.	To carry out associated remedial works.
21.	Able to deliver any collected waste to the waste collection area or specified waste location.
22.	Undertake all works as directed by Repairs Team Leaders, Project Surveyors, and Charge hands or from the Business Support Team. Advise Work Planners of any issues or works which cannot be completed on first visit. Promptly complete records of all completed works, issues, material requests, follow on or any other field on the PDA or on any other-directed format.
23.	Inspect items of disrepair. Assess options for repair or replacement and remedy disrepair in the most appropriate manner. Take responsibility for quality of finished job, life expectancy of repair and quality of service to the customer.

24.	Check and ensure that all places where work is to be carried out have a safe working environment to proceed. Report any unsafe working conditions to the Work Planner and do not start work unless authorised to proceed.
25.	Act as the directorate's contact with its Tenants and Residents regarding property issues and arranging further appointments.
26.	Be responsible and aware of any safeguarding issues when within a tenant's property and report these to the Repairs Team Leaders.
27.	Make good, disturbed structures/finishes of a minor nature and report on further works by other trades if required.
28.	Clear all work areas and remove any rubbish after completion of works.
29.	Assist other operatives where there requires more than one operative.
30.	Use, maintain, clean and store all tools, equipment, vans and first aid boxes etc., provided by CBC in accordance with manufacturer's instructions. Bring to the notice of the Repairs Team Leaders immediately any items which are damaged, unfit for use or need servicing.
31.	Use vehicle fuel cards only for Company purpose.
32.	Order, collect and take delivery of materials or stock as per the agreements and procedures adopted by CBC with suppliers.
33.	Seek and implement service improvements to meet the needs of internal and external customers when possible, in consultation with Work Planners.
34.	Carry out all duties in accordance with relevant legislation relating to the construction and maintenance industry and in particular health and safety within the parameters of task and duties.
35.	Attend regular training, updates, Toolbox Meetings as instructed by the management team.
36.	Provide cover for team members when they are absent from work as and when required.
37.	Use transport provided by the group to agreed policies and procedures and be responsible for the safe use of the vehicle.
38.	Ensure all PDAs or other devices are used appropriately and that they are charged up prior to commencing a day's work.
39.	Train and supervise apprentices as and when requested by managers.
40.	Ensuring that any resale material removed from a property or materials not fully utilised within a designated job remain the property of CBC.
41.	The Operative should not leave a property where there is no access without the authorisation of the Work Planner and should not undertake further works in a property above the agreed job without the same authorisation.

42.	To deliver tenant surgeries around training on small repairs and additionally demonstrations within community activities.
43.	To ensure that all specified maintenance work complies with current Building Regulations, Codes of Practice and Health and Safety legislation (in particular the CDM Regulations 2007) and any other statutory requirements or European Directives relevant to the specific work.
44.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.
Special Factors	
<ul style="list-style-type: none"> • The nature of the work may involve the jobholder carrying out work outside of normal working hours. • Post holder must possess a full driving licence. 	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Date Prepared/Revised: 18th August 2016

Appendix Eight: Person specification - Plasterer Multi tasked

Division:	Landlord Services		
Job Title:	Plasterer Multi tasked		
Grade:	Skills Group 3		
Post Number:	W121		
	Essential	Desirable	How assessed
Qualifications			
NVQ Level 2 or City and Guilds in Plastering equivalent.	✓		App/Doc
Appropriate qualification in Health and Safety.		✓	App/Doc
To be able to carry out a wide range of plastering work associated with the maintenance and adaptation of council properties and public buildings.	✓		App/Doc
Advanced City & Guilds (or equivalent) relevant building trade.		✓	App/Doc
To be able to undertake all work to a competent recognised standard, with minimal risk to the Health and Safety of all those it may affect.	✓		App/Doc
Working at Heights and general Health & Safety training.		✓	App/Doc
Evidence of continual professional/trade development.	✓		App/Doc
Or Demonstrable experience identified within the section below.			
Experience			
Apprentice time-served in plastering Minimum 3 years' experience following completion of apprenticeship.	✓		App/Int
A good knowledge and understanding of Social Housing.		✓	App/Int

Experience in floor and wall tiling, rendering and textured wall and ceiling finishes.	✓		App/Int
Experience of ordering and receiving/collecting materials.	✓		App/Int
A good understanding and knowledge of up-to-date legislation relating to the building industry, including Health and Safety.	✓		App/Int
Ability to demonstrate technical skills.	✓		App/Int
Ability to use PDAs and administer all job-related requirements.	✓		App/Int
Ability to work at heights and experience of using ladder/scaffold towers to deliver work requirements.	✓		App/Int
Computer literate.		✓	App/Int
Experience in working within voids and responsive repairs.	✓		App/Int
Skills/Knowledge			
Proficient in another building trade area (multi skilled).	✓		App/Int
Problem solving ability.	✓		App/Int
Deliver a high level of customer care and support the organisation in delivering the customer service excellence standard.	✓		App/Int
Appreciation of safeguarding requirements and awareness.	✓		App/Int
A responsive and positive attitude to change, participating and makes constructive suggestions for solutions and improvements.	✓		App/Int
Understanding of data protection and confidentiality issues.		✓	App/Int
A commitment to delivering a quality service and continuously improving service delivery.	✓		App/Int
Up to date knowledge of health and safety legislation.		✓	App/Int

Ability to use own initiative.	✓		App/Int
Ability to work flexible hours.	✓		App/Int
Ability to make decisions, take the initiative and work under own direction.	✓		App/Int
Excellent attention to detail and the ability to rapidly analyse written information against predefined criteria.	✓		App/Int
Be able to demonstrate continuous service improvement through innovative thinking and application of improved processes and procedures.	✓		App/Int
Experience of safeguarding issues for both adults and children.		✓	App/Int
Able to demonstrate skills to improve services and performance for residents.	✓		App/Int
Interpersonal Skills			
Establish professional working relationships with customers, contractors, colleagues.	✓		App/Int
Ability to communicate well.	✓		App/Int
Works harmoniously with others helping to generate a positive team atmosphere whilst building effective working relationships.	✓		App/Int
Good interpersonal skills and a proven ability to communicate effectively at all levels.	✓		App/Int
Other requirements			
Must be flexible and be prepared to work outside normal office hours on occasion according to the needs of the service.	✓		App/Int

Full current clean driving licence.	✓		App/Int/Doc
Must be able to take part in the provision of out of hours call out rota and emergency services.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓		App/Int
Key: App = Application form Test = Test Int = Interview	Pre = Presentation Med = Medical questionnaire Doc = Documentary evidence (e.g. certificates)		
Prepared by: Responsive Repairs RTL		Date: 18 th August 2016	

COMMUNITY PLANNING AND HOUSING
CONSULTATION ACTION DOCUMENT
FOR RESPONSIVE REPAIRS, REPAIRS AND INVESTMENT, LANDLORD
SERVICES

August 2023

1. Background

This review does not involve any redundancies. The main aim of the planned changes is to make sure that operatives are provided with management and technical support. This will be achieved through a few relatively minor changes to line management.

Some further resource is needed to support the effective management of external contractors delivering specialist services.

Over the last few years, we have seen an increase in monthly emergency repairs. In April 2021, 224 jobs were completed which increased to 317 in March 2022 and the void team are currently dealing with over 400 void properties at various stages of completion. The Council has also seen an increase in disrepair cases and an increase in complaints. There has been a national increase of around 78% in respect of complaints relating to repairs services.

To build resilience and to support delivery of a high-quality repairs service, it is felt appropriate to review the service structure and reporting lines.

Managements job profiles have been updated to reflect the need to provide advice and guidance, deliver toolbox talks, carry out one to ones and Personal Reviews in line with procedures for their team members to support them better in delivering the services we provide.

Recently Senior Management has undertaken a number of procurement exercises to ensure the section is compliant with standing orders and financial regulations and new specialised contracts are in place to support the delivery of repairs & void work. This includes void clearance and security, scaffolding and drainage. It is recognised that Contract administration is required to ensure the operational activities are delivered in line with the contract specifications.

Ultimately, the intention of this restructure is to:

- ❖ Reduce and refine the span of line management control for repairs team leaders to enable them to focus more closely on the management of the customer experience in respect of repairs.
- ❖ Ensure employees are supported better in carrying out their work duties, have mechanical and engineering staff managed by the specialist leads.

- ❖ Regularise the position in respect of the chargehand supporting the delivery of void works by replacing this position with an Assistant Repairs Team Leaders.
- ❖ Put a new senior business support officer in place to support contract administration and closer control of external contractors.
- ❖ Add an additional Repairs Team Leader post to the establishment to support operatives, respond to complaints, and lead recruitment campaigns for operative positions.

As stated below this change is predominately around minor changes to line management arrangements. It is noted there is a need to update job descriptions and person specifications for operatives, and this exercise will be completed when new line management arrangements are in place. Team leaders will be well positioned to work with staff in this respect.

2. Current structure

All posts listed below are all in scope of this restructure. As stated the majority of the changes are considered to be minor and relate to line management arrangements.

There are no redundancies planned.

Outside of this review, a small restructure of the senior management team is to be implemented on the 5th September 2023. This is summarised at Annex A to this document.

Repairs Team

Post number	Job Title	Headcount	Full time equivalent (FTE) posts	Grade	Filled / Vacancy
M250	Repairs & Maintenance Team Leader	2	74	SO2	Filled
M091	Joiner	1	37	Skills G3	Filled
M259	Grounds Work Damp & Drainage Maintenance Operator	1	37	Skills G3	37 hours vacant
M261	Grounds Works Damp & Drainage Engineer	1.5	63	Skills G3	26 hrs vacant

M414	Electrical Qualifying Supervisor	1	37	PO1	Filled
Q083	Grounds Work Damp & Drainage Maintenance Operators	1	37	Skills G3	Filled
W119	Bricklayer	2	74	Skills G3	37 vacant
W120	Joiner	5	185	Skills G3	Filled
W121	Plasterer	2	74	Skills G3	37 vacant
W122	Roofer	1	37	Skills G3	37 vacant
W125	Painter	1	37	Skills G3	Filled
W126	Plumber	3	111	Skills G2	Filled
W138	Apprentice Plumber	1	37	Apprentice Rate	37 vacant
W158	Electrician	3	111	Skills G1	37 vacant

Voids Team

Post number	Job Title	Headcount	Full time equivalent (FTE) posts	Grade	Filled / Vacancy
M253	Repairs & Maintenance Team Leader	1	37	SO2	Filled
M255	Chargehand	1	37	Skills G3	37 vacant
M256	Joiner	4	148	Skills G3	Filled
M258	Plasterer	1	37	Skills G3	37 vacant
W119	Bricklayer	1	37	Skills G3	37 vacant
W125	Painter	1	37	Skills G3	Filled
W127	Void Driver /Labourer	1	37	Skills G4	Filled
W156	Gas Fitter	2	74	Skills G1	Filled
W158	Electrician	4	148	Skills G1	Filled

3. Proposed structure

Repairs Team

Team 1 – Phil Stretton

Post number	Job Title	Headcount	Full time equivalent (FTE) posts	Grade	Filled / Vacancy
M253	Repairs & Maintenance Team Leader	1	37	PO1	Filled
W120	Joiner	5	185	Skills G3	Filled
M091	Joiner	1	37	Skills G3	Filled

Team 2 – Andy Moss

Post number	Job Title	Headcount	Full time equivalent (FTE) posts	Grade	Filled / Vacancy
M253	Repairs & Maintenance Team Leader	1	37	PO1	Filled
W126	Plumber	3	111	Skills G2	Filled
W121	Plasterer	2	74	Skills G3	37 Vacant

Team 3 – New Recruit (TBC)

Post number	Job Title	Headcount	Full time equivalent (FTE) posts	Grade	Filled / Vacancy
M253	Repairs & Maintenance Team Leader	1	37	PO1	37 Vacant
W119	Bricklayer	1	37	Skills G3	Filled
M261 Ltr on file confirming M259	Grounds Works Damp & Drainage Engineer	1	37	Skills G3	Filled
W125	Painter	1	37	Skills G3	Filled
Q083: Ltr of file confirming	Grounds Works Damp &	1	37	Skills G3	Filled

M259	Drainage Maintenance Operator				
------	-------------------------------	--	--	--	--

Electrical Team – Lee White

Post number	Job Title	Headcount	Full time equivalent (FTE) posts	Grade	Filled / Vacancy
M414	Electrical Qualifying Supervisor	1	37	PO1	Filled
W158	Electrician	6	222	Skills G1	Filled

Voids Team – Richard Hull

Post number	Job Title	Headcount	Full time equivalent (FTE) posts	Grade	Filled / Vacancy
M253	Repairs and Maintenance Team Leader	1	37	PO1	Filled
TBC	Assistant Repairs and Maintenance Team Leader	2	74	SO1	74 Vacant
M256	Joiner	6	222	Skills G3	148 filled 74 Vacant
W127	Driver / Labourer	1	37	Skills G4	Filled
W125	Painter	1	37	Skills G3	Filled
W119	Bricklayer	2	74	Skills G3	74 Vacant
M258	Plasterer	1	37	Skills G3	37 Vacant

Gas Team – New Recruit

Post number	Job Title	Headcount	Full time equivalent (FTE) posts	Grade	Filled / Vacancy
M369	Compliance Inspection Surveyor	1	37	PO1	Filled
W156	Gas Fitter	2	74	Skills G1	Filled

Summary of posts deleted, and new posts added to proposed structure above.

Post number	Job Title	Headcount / Vacant	Full time equivalent (FTE) posts	Grade	New Post / Deleted Post
M255	Chargehand	1 (Vacant)	37	Skills G3	Delete
M259	Grounds Work Damp & Drainage Maintenance Operator	1 (Vacant)	37	Skills G3	Delete
W119	Bricklayer	1 (Vacant)	37	Skills G3	Delete
W122	Roofer	1 (Vacant)	37	Skills G3	Delete
M250	Repairs and Maintenance Team Leader	1 (Vacant)	37	PO1	New Post
TBC	Assistant Repairs and Maintenance Team Leader	2(Vacant)	74	SO1	New Post
TBC	Senior Business Support Officer	1 (Vacant)	37	SO1	New Post

4. Measures to avoid or minimise redundancies

There are no redundancy issues arising from these changes.

5. Comparability

There are no comparability issues arising from the proposed changes.

6. Working arrangements

There are no significant changes to working arrangements.

7. Selection

All newly created posts will be recruited to in line with the Councils Recruitment policy.

8. Redundancy

There are no proposed redundancies.

9. Supportive measures

Counselling Service

Employees affected by organisational change can contact the AMICA Telephone Counselling Service for confidential advice and support.

Trade Unions

Staff who are a member of a recognised Trade Union (UNISON, GMB or UNITE) can obviously contact and liaise with their Trade Union representative/s for advice or representation in dealing with these difficult situations where the relevant support will be provided.

10. Equality Impact Assessment

Inform employees that an equality impact assessment has been undertaken and no implications have been identified.

11. Timescales and dates

Suggested events list:

Event	Timescale / Proposed Date
Start of formal consultation period	31 st August 2023
Meetings to take place at Toolbox talk	31 st August 2023
Deadline for comparability challenges	N/A
Job preference forms to be completed and returned	N/A
One to one meetings to take place for responsive team if required	Week commencing 4 th September 2023
One to one Meetings to take place for voids team if required	Week commencing 4 th September 2023
One to one meetings to take place for gas team if required	Week commencing 11 th September 2023
One to one meetings to take place for electrical team if required	Week commencing 11 th September 2023
Selection	New jobs to be advertised once consultation has ended.

i. Applications/written submission ii. Interviews iii. Skills matrix	
End of consultation period	28 th September 2023
Implementation of new structure	1 st October 2023

12. Consultation feedback

The Council is committed to full and meaningful consultation with employees and with our recognised trade unions. Consultation will be undertaken with a view to reaching agreement and any representations or counter proposals made will be fully considered.

Please submit your responses by email to Deborah.bartlett@charnwood.gov.uk

13. Authorisation

This Consultation Action Plan Document has been agreed by the Director.

Yes

Signed: 

Date: 18.08.23

Print Name: Peter Oliver Director of Housing and Wellbeing

Annex A - Landlord Services Senior Management Team Re-structure - effective from 5th September 2023.

The post Principal Officer Repairs and Maintenance M249 37 hours per week at H900 will be deleted.

The following posts will be created:

- Principal Officer - Repairs (PO2) 37 hours at H001 reporting into the Repairs and Investment Manager M243. This post will be occupied by Christopher Sean Bower the current Principal Officer Repairs and Maintenance M249.
- Principal Officer - Voids (PO2) 37 hours at H003 reporting into the Repairs and Investment Manager M243. This post will be recruited to.

Some additional administration / business support for voids will also be put in place.