

Team Leader

Team Complex Repairs	Salary £43,138
Team responsibility Surveyors Maintenance operatives – all trades Apprentices – all trades	Line manager Property Manager Complex Repairs
The job in a nutshell This role contributes to the Beyond Housing strategic goal to provide affordable homes where people feel safe and secure. You will work with the area manager, housing and support colleagues to create a “one team” culture to enable the provision of safe and secure homes in neighbourhoods that customers are proud to live in. You will lead and manage the maintenance team to ensure the safe delivery of repairs and voids services that meet and exceed time, cost and quality standards, taking ownership of resolving issues and delivering on our customer promises. You create a culture that drives performance, where the team are focused on achieving the best outcomes for customers and are motivated to continuously improve services. You will also manage contractors and 3rd party suppliers to ensure that services provided are delivered to the expected quality standards and be accountable for monitoring and managing performance of contracted service providers.	

Duties and Responsibilities:

- Ensure full compliance with Awaab’s Law requirements by managing case files effectively and liaising with customers, contractors and internal stake holders at all stages.
- Lead, coach, develop and performance manage the housing and support team to enable high performing teams and the provision of a first-class accessible customer centric service.
- Monitor and deliver individual and team performance against KPIs, regulatory and quality standards, internal targets in your service area and key customer outcomes.
- Monitor, analyse, and report on performance against agreed Key Performance Indicators (KPIs), providing accurate insights, identifying trends, risks, and opportunities, and recommending actions to support the achievement of business objectives and improve the customer experience.

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1	October 2026	Initial Version	

- Pro-actively monitor and manage complaints through to resolution within required response times. You will do this by collaborating with the area manager and centralised services on more complex problems and owning and resolving simple ones.
- Champion continuous improvement by identifying opportunities to improve customer experience and increase customer satisfaction and trust.
- Prepare, lead and deliver colleague communications, briefings and training sessions and ensure that all necessary work and health and safety training /accreditations /qualifications/ attendance and performance records are fully up to date on our systems.
- Take responsibility for site-based Health and Safety compliance by ensuring colleagues and contractors comply with the organisation's Health and Safety Policy, risk assessments and safe methods of work.
- Ensure that on system records are up to date and the appropriate safety and security measures are in place in relation to storage facilities, materials, asbestos management, PPE, van stocks, vehicles, power tools, scaffolding and plant, ICT and systems, assets used throughout the course of the teams' duties.
- Complete pre and post inspections of properties to accurately define the scope of works and manage the quality of workmanship, proactively ensuring the customer offer, time, cost and quality standards are met.
- Process HR actions on system to ensure effective team management and that the charge hand is able to focus on day-to-day operative and service delivery management.
- Lead the effective use of systems, data and technology within the team, ensuring colleagues are trained, competent and confident in their use, data is accurate and maintained, and digital tools are utilised to improve efficiency, performance and customer outcomes.
- Ensure that van stocks, tools and materials are managed and maintained in line with our health and safety and procurement frameworks.
- Ensure all activities are carried out in accordance with organisational policies, procedures, relevant legislation and regulatory requirements.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Have experience of leading and managing high performing teams in an operational context
- Ability to effectively communicate and collaborate with a wide range of stakeholders internally and externally to elevate the reputation of the organisation.
- Experience of working and collaborating cross functionally to deliver best outcomes for customers.
- Ability to demonstrate and articulate data analysis skills and how data can be used and applied to manage team performance and drive customer experience improvements.

- You will be computer literate and be able to demonstrate your competency at utilising e-mail/excel/word including interpretation and preparation of data reports

Competencies

- **Customer focus** – Anticipates customer needs, strengthens relationships, drives consistent service improvements, and embeds customer-centric practices across teams
- **Working together and communication** – Facilitates collaboration across functions, communicates clearly and effectively, manages stakeholders, and promotes a culture of openness and respect
- **Takes ownership and delivers results** – Owns delivery of key outcomes, manages priorities, mitigates risks, and ensures consistent, high-quality results
- **Problem solving and continuous improvement** – Analyses complex problems, implements effective solutions, and drives continuous improvement initiatives
- **Adaptable and flexible** – Responds positively to change, supports teams through transitions, and adapts approach to meet evolving priorities
- **Risk-based thinking** – Identifies and evaluates risks, supports risk-informed decisions, and applies proportionate controls to protect delivery

Qualifications

- Health and Safety qualifications relevant to the role
- Full driving license
- Leadership and management qualification

It's a bonus if you also bring

- Knowledge of scheduling and associated systems, evidence of how you have used this to prioritise work and improve services.
- Experience of delivering repairs and maintenance services in the social housing sector
- The appropriate qualifications associated with one of the core trades required to deliver repairs and maintenance services
- Experience of leading, management and development of high performing teams in a repairs and maintenance/ operational context.

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate.