

<b>Role Title</b>	<b>Maintenance Supervisor</b>
<b>Department</b>	Property & Estates
<b>Hours</b>	40 hours per week
<b>Reports To:</b>	Head of Property
<b>Salary Level</b>	From £40k pa depending on skills and experience
<b>Main Work Location</b>	Whiteley Homes Trust – Walton on Thames, Surrey

***Introduction – The Whiteley Homes Trust vision***

***Every member of staff is here to sustain a thriving community, with outstanding accommodation and care for older people of limited means and to develop and share our success, so older people can live happy and fulfilling lives.***

***Your job is to make Whiteley the best place to age in Britain.***

***Role Overview***

The Whiteley Homes Trust “the Trust” is a charity that manages Whiteley Village in Surrey. The purpose of the charity is to provide homes for older people of limited means from all over the country. Founded over a hundred years ago in Walton on Thames, Surrey, the Village is located in 225 acres of beautiful grounds and is a very special place to live and work. The Trust became a Registered Provider in 2024.

Established in 1917 the village has many Grade 2 listed buildings and provides housing for nearly 400 older people of limited means. There are 265 Almshouses and 51 extra care apartments and the Village also has a church, social and leisure club, shop and café.

The Maintenance Supervisor is a new role responsible for responsive repairs and voids carried out by our in-house team supported by specialist external contractors. You will have a strong background in in property maintenance and will lead a small team to deliver an efficient, professional and cost-effective service, leading to high levels of customer satisfaction and meeting regulatory and legal requirements.

Reporting to the Head of Property, you will have proven technical skills and working knowledge of various trades including plumbing and carpentry. You will be confident taking ownership of projects, leading a team to ensure compliance, and work within health and safety requirements to provide a high level of service to our residents.

You will have line management responsibility for the DLO Operatives and a close working relationship with the Housing, Estates and Community teams.

***Whiteley Homes Trust Core Values:***



**Respect**



**Integrity**



**Ambition**



**Involvement**

We encourage all our staff to play their part in demonstrating our core values in their day-to-day work with colleagues and customers

### ***What will you be doing?***

#### **Main Responsibilities**

- Deliver a resident focussed and efficient maintenance service for all residential and commercial properties in the Village.
- Line Manage the DLO team with responsibility for recruiting, training, motivating, performance management and absence management ensuring an efficient, professional, responsive and customer led service.
- Carry out repairs and maintenance in accordance with current Building Regulations, Health and Safety Legislation and the policies of the Trust.
- Work with the Head of Property and Health and Safety adviser to ensure full completion of risk assessments, surveys, inspections and audits to comply with statutory regulations.
- Ensure any accidents, incidents or near misses are reported in line with the Trust's policies and appropriate action taken.
- Oversee the management of void works to ensure properties are let to a good standard while minimising void times and costs.
- Carry out surveys and inspections to diagnose complex defects and provide specifications for works.
- Manage the performance of external maintenance contractors.
- Supervise stock levels and the ordering of materials.
- Manage the maintenance and servicing schedules for the fleet vehicles.
- Plan and manage the team's schedules and ensure all works are completed within the Trust's target timescales.
- Manage the budgets for repairs and voids ensuring efficient allocation of resources while maintaining a high standard of service delivery.
- Develop and maintain good communication and working relationships with residents, managers, colleagues and external stakeholders.

#### **General**

- It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of the management team to ensure full compliance.
- Undertake any other duties which may be reasonably deemed to come within the scope of the post, relating to the activities of the department.
- Full compliance with all the Trust's Policies and Procedures.
- To complete mandatory and job-related training as required.
- You will be responsible for the confidentiality, integrity and availability of all data which you have access to in the course of your work. You must not disclose any information of a confidential or sensitive nature about the Trust, any of our service users or any of our employees. There is an exception if you need to share this information as part of your job or if you are made to by law.

**PERSON SPECIFICATION**

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	<b>Required</b>	<b>Desirable</b>
<b><i>Experience &amp; Knowledge</i></b>	<ul style="list-style-type: none"> <li>• Proven experience working in Responsive Repairs / Property Maintenance</li> <li>• Relevant trade qualification and / or experience of building maintenance and repairs</li> <li>• Understanding of regulatory, statutory and legal requirements in property management</li> <li>• Knowledge of health and safety regulations in residential and commercial properties</li> <li>• Experience writing specifications for work</li> <li>• Understanding of the needs of elderly residents and a commitment to enhancing their quality of life</li> <li>• Experience of managing a maintenance team including the management of poor performance</li> <li>• Ability to manage budgets and resources effectively</li> <li>• Demonstratable track record of meeting targets and key performance indicators</li> <li>• Ability to build strong relationships with residents and their families, colleagues and external stakeholders</li> <li>• Good general IT skills and the ability to submit presentable and accurate reports digitally</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working at a DLO</li> <li>• Experience working with older people</li> <li>• Experience of managing or working in a repairs service at a Housing Association, Almshouse or charity</li> <li>• Experience of repairs and maintenance in listed buildings</li> <li>• Contract Management</li> </ul>
<b><i>Personal skills/qualities</i></b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and as part of a team and be a role model for the values of the Trust</li> <li>• Ability to work under pressure and manage conflicting priorities</li> <li>• Ability to find and deliver solutions to complex issues</li> <li>• Good organisation skills, flexible and self-driven to achieve</li> <li>• Strong interpersonal and team-building skills</li> <li>• Honesty, reliability and trustworthiness.</li> </ul>	
<b><i>Qualifications</i></b>	<ul style="list-style-type: none"> <li>• A recognised trade qualification (City and Guilds, NVQ level 2 or 3)</li> </ul>	<ul style="list-style-type: none"> <li>• HNC or Equivalent in Building related subject</li> </ul>
<b><i>Other information</i></b>		

The Trust is committed to safeguarding and promoting the welfare of its staff and older people. We expect all our staff to be aware of their responsibilities to protect staff and residents from abuse or harm. Successful applicants will be required to undertake a DBS check and to provide proof of their right to work in the UK.

**Note:** No role profile can cover every issue that may arise within the duties of the post at various times. The post holder will be expected to carry out any other duties from time to time that are broadly consistent with those in this document. Your flexibility and assistance in helping us achieve our vision is valued.

January 2025