



ClwydAlyn

Maintenance

Job Overview

Response and Voids Supervisor

- £38,359 per year
- V72, St Asaph
- 40 Hours a week

Qualifications:

IOSH and full UK driving licence required



@ClwydAlyn



Person Specification

Purpose

Leading a team, inspection of work and supervision of day to day and major repairs

Key Responsibilities

- Providing an inspection service for properties on behalf of ClwydAlyn and assist with the provision of accurate and detailed surveys of the work required.
- Supervision of trade staff and contractors relating to all maintenance, repairs, improvements and major works.
- To undertake an element of the repair and maintenance work as required to suit their core skills and as allowed by their supervisory functions.
- To understand and communicate principles of the Company and to actively look for opportunities to contribute to objectives of the Company directly or indirectly in your everyday work.
- Supervisory on going development, management of the workforce, planning functions & associated processes and procedures.
- Effective liaison with the responsive and voids manager, admin team and contact centre team to ensure smooth operation of the service.
- Receiving instructions from the asset management team regarding repairs, making arrangements to visit, make safe and prepare a detailed report of on works required.
- Ensure effective communication with, contractors, colleagues, tenants and client representatives.
- Ensure that all works are recorded, costed and reported to allow accurate accounting.
- The post holder will have direct supervisory responsibility for those working within the responsive repairs department and will be expected to provide assistance and guidance to other staff as appropriate.
- To supervise fault finding and accurately diagnose type of repair required, determine the most efficient and effective value for money/customer service solution, arrange materials and undertake and complete the repair/works 'right first time'.
- To supervise the carrying out of all work activities in a safe and responsible manner, paying regard to standards of cleanliness and tidiness, controlling and minimise noise and dust levels and complying fully with the Company's Health & Safety Policy.
- To assist the Voids and Responsive Manager in the training and supervision of apprentices and trainees.

Working for ClwydAlyn

- Providing excellent customer service for both internal and external customers, clients and colleagues.
- Training will be provided to work in line with all health and safety requirements, company procedures and legislation. It is essential to complete any training and development as deemed necessary and compatible with the nature of the post.
- All our teams are expected to work inline with our values and also be responsible for the application of Equality and Diversity practices.
- You may be asked to complete work or tasks reasonable that are outside of your usual work, by your manager, director, executive team or the board, this would be discussed in detail if necessary.
- Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands, or warnings which would impact on their ability to carry out their role.

About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.

Why work for us?

Job Benefits

- Are you looking for an excellent work life balance?
- Would you like 25 days paid holiday (increasing to 30 days), with the opportunity to sell/purchase more annual leave?
- Receive up to 8% employer pension contributions.
- Join a Cycle to Work scheme.
- Receive eye care vouchers.
- Free hot meals provided to staff when working.
- Excellent enhanced maternity package and many other company benefits.



You can apply in a number of ways:

The more traditional approach

Send an up-to-date CV which shows your full career history and a statement explaining why you are interested in this role and the skills and experience you can bring to the role.

Send us a short film

Maximum 3 minutes explaining why you are interested in this role and the skills and experience you can bring with a short accompanying letter/email.

Ffôn/Tel: 0800 1835757
Ebost/Email: help@clwydalyn.co.uk

apply at clwydalyn.co.uk
applications close 14 May

This role has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role. Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.