EXETER CITY COUNCIL

**Person Specification**

**JOB TITLE :** Reactive Works Lead

**GRADE :** Grade 10 **POST NO :**

**SERVICE :** Housing

**UNIT :** Housing Assets

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| **SELECTION CRITERIA** | **ESSENTIAL****✓** | **DESIRABLE****✓** | **CATEGORY** |
| **QUALIFICATIONS**A degree in a recognised relevant discipline (for example surveying, construction or housing and maintenance) or substantial proven equivalent expertise. Membership of the Chartered Institute of Housing, RICS or CIOB | **✓** | **✓** | A, CA,C |
| **EXPERIENCE/KNOWLEDGE SKILLS**Experience in successful asset management (ideally 3 years)Demonstrable experience in leading. motivating and managing a team of people. Experience of substantial project and budget managementProven experience of successfully managing contracts and contractorsProven experience of performance management and service improvement, The ability to analyse identify key performance measures and gather data to evidence theseIT experience both in relevant programmes (e.g. Word, Excel, Access. PowerPoint etc) and in using appropriate systems to deliver operational outcomesExperience of, and commitment to, resident involvement in the setting of priorities and delivery of servicesDemonstrable understanding of the links between the Planned Works/Reactive RepairsTeam and the other housing teams and their importance in delivering a 'joined up' service that meets customer demand and corporate objectivesSound and current knowledge of current legislation relating to the provision of a housing repairs/programmed works service including Health & Safety (for example CDM regulations, HHSRS and asbestos) Knowledge of Risk Management systemsUnderstanding and commitment to the principles of equality and diversity and their application to the housing serviceA clear understanding of the realities and challenges of delivering high profile services in a political environmentAbility to communicate effectively and appropriately to a variety of audiences, across a range of disciplinesAbility to identify key performance measures and gather data to evidence these |   **✓**    **✓**    **✓**    **✓**      **✓**     **✓**    **✓**    **✓**    **✓**    **✓**    **✓**  **✓**  **✓**   | **✓** | A/IA/IA/I/TA/I/TA/I/TA IIA/IA/IA/IA/IA/IIA/I |
| **SPECIAL REQUIREMENTS/ATTITUDE**A positive and flexible ‘can do’ attitudeA high level of personal resilience to support a change in working practices and a re-calibration of our relationship with 'sometimes challenging tenants Must be prepared to travel to various sites and other venues and potentially attend meetings outside of normal office hours |   **✓**     **✓**      **✓**   |      | A/IA/IA/I |
| **OTHER** |  |  |  |

**COMPLETED BY: Service Lead Housing Customers**

**DATE:** September 2014