

Bernicia Group Role Profile

Title: R&M Team Leader

Reporting to: Head of Operations

Date: August 2025

Purpose

Responsible for the day to day supervision and management of internal and external service delivery teams, ensuring compliance with all relevant targets, regulations, guidance and standards, and supporting the group wide delivery of all landlord responsible repairs and maintenance services, managing performance and delivery within required financial controls and budget, on time, to quality, with the required customer satisfaction, mitigating risk and managing the service in line with all group policy, procedure and all regulatory and statutory requirements.

Accountabilities

Operational

- Oversee the operational delivery of repairs and maintenance services, ensuring work is managed and completed safely, efficiently, and to a high standard to enable the delivery of services in line with all policies and procedures.
- The day to day management and delivery of works in line with all agreed service standards, codes of conduct and performance targets, including obtaining all required statutory approvals/notices, applying controls and rules to deliver high performing operational and customer services.
- Ensure that all relevant works and processes are carried out correctly and are fit for purpose, with all remedial/follow on works managed to successful completion, categorising works correctly with completion on a risk based approach (as required), with all certification provided in a timely manner, appropriately recorded, and that data/certification is validated and current.
- Ensure all personnel and external contractors providing works and services are qualified and sufficiently competent to undertake the required level of work.
- Ensure effective communication with all stakeholders in a timely and effective manner, addressing all concerns and complaints promptly and professionally and in line with internal and regulatory requirements
- Pro-actively manage and develop a positive health and safety culture, leading by example to ensure compliance with all legislation and regulations. Managing, removing and mitigating risk effectively, executing all works with appropriate planning, contract administration and control.

- Through effective collaboration with colleagues, plan, organise, and manage work, including planned, cyclical and responsive maintenance, including the management of the out-of-hours repairs service.
- Supervise, support, and develop team members, providing technical guidance and managing performance to achieve service targets and commercial KPI's, proactively creating a culture of continuous improvement. This includes delegating tasks, providing support, managing attendance, monitoring/improving performance by addressing performance issues in a timely manner, ensuring effective record keeping is achieved using relevant IT systems, data and information for tracking and documentation to achieve service KPI's and objectives.
- Effectively manage budgets and expenditure, controlling cost/productivity and minimising waste/non-productive time, controlling the allocation of works to subcontractors, managing variations, including the allocation and control of materials, and ensuring compliance with value for money metrics across both internal and external teams.
- The effective contract administration of works carried out by contractors/sub-contractors/consultants on behalf of Bernicia, communicating and maintaining records through regular contract/performance monitoring meetings. Ensuring contractor performance (cost/time/quality/customer satisfaction/H&S/mitigation of risk/) responsibilities, accountabilities and contract conditions are achieved, meeting service standards, performance outcomes and KPI/MPI's.
- Maintain a sound working knowledge of all elements of R&M, building construction, components, building trades, applicable building regulations, construction related H&S and landlord statutory compliance, applying these effectively in the delivery of all works.
- Be aware of and resolve internal and external issues and risks which may impact on the ability to achieve performance expectations at all times, reporting and recommending appropriate action to mitigate these.
- Represent Bernicia at appropriate meetings to ensure our involvement and influence on issues which affect service delivery.
- Maintain systems and workflows, ensuring housekeeping processes are managed, and completed as required in line with business processes, management plans and policies.
- Provide high level advice, support and guidance to key internal partners on all R&M related issues.
- Embed a performance culture throughout the team, in collaboration with Head of Operations, ensuring colleagues are communicated and take ownership through clear objectives to achieve both operational efficiency and commercial performance.

Strategic

- Support the senior management team in the delivery of R&M specific strategic projects to drive a high performance culture, ensuring business growth and development by contributing ideas and recommendations for areas of business improvement.
- Contribute to the development of quality service standards across all of Bernicia's services to help create a stronger organisation.
- Lead, manage and develop colleagues to achieve positive behavioural outcomes in line with Bernicia's values, aims and objectives.
- Build effective working relationships with all internal and external stakeholders.

Corporate

- To promote the service and Bernicia positively whilst carrying out all duties in compliance with the code of conduct.
- Ensure that core policies relating to conduct, equality and diversity, customer care, people management, data protection and health and safety are fully implemented, along with an appropriate system for identifying, appraising and managing risks in your service area, consistent with Bernicia's risk management strategy.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things.

You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of "making continuous improvements in the efficiency and effectiveness of our use of resources."

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager's attention any unsafe working practice/conditions.

Essential Skills & Experience

Qualifications

- A relevant technical qualifications in a recognised discipline

Knowledge/Understanding

- Strong knowledge of building regulations, ACOP's and best practice.
- Sound knowledge of building construction, components, building trades, applicable building regulations and construction related H&S
- Interpreting and delivering work in line with relevant construction drawings, planning and building control requirements
- Demonstrate an ability to undertaking formal and dynamic risk assessments in line with the post

Customer Service

- Experience of working in a customer focussed service within a domestic property maintenance environment.
- A strong commitment to high quality customer service

Contract Management

- Experience of contract management to deliver services in line with all objectives and standards.
- Experience of working in a target driven environment, understanding key performance metrics and delivering services in line with these and all other contract conditions.

Financial Control and Budget Management

- Practical experience of budget management and financial control.
- Commercially aware and understands the relationship between costs, quality, customer care and corporate performance assessment.

Performance Management

- Experience and understanding of managing performance information and decision making to positively shape and deliver service outcomes.

Continuous Development

- Committed to continuous personal development and learning

Culture and Communication

- Effectively communicate with a diverse range of people (customers, staff and colleagues)
- To make a positive contribution to team culture and to inspire and gain the confidence of others
- To work well with all colleagues and teams and contribute to achieving Bernicia's goals, free from personal objectives

Adaptability and Resilience

- Adapt positively to change and contribute to new and better ways of doing things
- Resolve problems through good negotiation, influencing and problem solving skills
- Effectively manages meeting targets and deadlines.
- Adopts a flexible approach to the requirements of the job.

Must hold a Valid UK driving license**Desirable Skills & Experience****Qualifications**

- A pass in GCSE Maths and English
- HNC/HND or equivalent in a construction or maintenance-related field
- Relevant health and safety qualifications (e.g. IOSH GC)

Experience

- Analysing management information to identify improvements required
- Using PDA technology (hand held/mobile working technology)
- Delivering services within the social housing sector

Skills

- Asbestos awareness training
- Relevant power tool training
- Manual handling
- Appropriate and current training in COSHH & PPE
- Access equipment and working at height training e.g. easi-deck/mobile elevated work platforms

Knowledge/Understanding

- Awareness of the requirements and regulations facing social housing providers

Supervisory Skills

- Proven supervisory skills, including the ability to motivate and develop a team to meet performance targets and deadlines

Signed by Post holder..... Date

Signed by Manager Date.....

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is outcome focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours	
Behaviour	Expectation
Customer Focus	<ul style="list-style-type: none">• Understanding that our customers are our colleagues as well as our tenant, clients and other stakeholders.• Putting ourselves in the shoes of our customers.• Actively listening to what a customer is telling us and responding to their feedback.

	<ul style="list-style-type: none"> • Working to our service standards and agreed timescales. • Being flexible in our response to customers based on their needs whilst working within boundaries. • Having brave conversations with customers and managing their expectations. • Respecting people's time, privacy and (if relevant) their property. • Treating customers fairly, promptly, effectively and with empathy. • Demonstrating sensitivity to the customs, cultures and beliefs of our customers. • Checking-in with customers to see if they are happy and satisfied.
Team Work	<ul style="list-style-type: none"> • Being friendly, encouraging supportive, and respectful to our colleagues. • Working collaboratively and making an active and constructive contribution to the team. • Sharing knowledge, skills and expertise freely with others. • Putting our hands up to help. • Being dependable. • Positively and respectfully challenge others if we disagree with them. • Working with a "one organisation" approach and actively challenge the "North / South" divide. • Saying "thank you" and recognising the good work of others. • Having positive banter with colleagues in ways that includes everyone • Embracing different technologies and ways of communication and connecting with colleagues.
Integrity	<ul style="list-style-type: none"> • Doing what we say we are going to do. • Working with high personal and professional standards. • Being trustworthy, truthful and honest. • Challenging and speaking up if we see unethical working practices or poor standards. • Asking for help when its needed. • Having zero-tolerance for inappropriate, offensive or discriminatory behaviour. • Standing up for the principles and standards we believe in. • Doing the right thing - not just the easy thing • Positively representing Bernicia in the way, we do our job. • Giving credit to others for their work and contribution • Maintaining trust and confidentiality to sensitive information.

Accountability	<ul style="list-style-type: none"> • Taking responsibility for our actions and areas of work. • Seeing things through and delivering on promises. • Owning mistakes, putting them right and learning from them. • Being clear about areas of responsibility and positively communicating them to others. • Signposting people to colleagues who can help if an issue is not an area of personal responsibility. • Taking steps to positively highlight or resolve problems. • Working to clear objectives and deadlines. • Keeping up to date and staying aware of professional standards and trends in our areas of work • Recognising the impact that individual behaviour and conduct has on Bernicia.
Respect for our people	<ul style="list-style-type: none"> • Respecting the diversity and values of others. • Being inclusive and treating others with dignity and respect. • Trusting and supporting colleagues to do their job • Treating others based on how we would like to be treated. • Challenging the behaviour of people who do not show respect to others. • Being open, honest and dependable and playing our part in creating a culture of trust. • Communicating respectfully and professionally on all communication channels. • Being courteous and considerate. <p>Recognising that it is human to have biases and to make assumptions and that it is important to consider how our own biases and assumptions impact how we work.</p>
Leadership	<ul style="list-style-type: none"> • Inspiring others and setting a positive tone by "walking the walk". • Being accessible and approachable to colleagues at all levels. • Giving timely feedback to others – praising positive performance and calling out poor performance. • Encouraging co-operation, collaboration and communication between teams. • Encouraging colleagues and teams to develop and grow • Encouraging positive change and innovation. • Constructively influencing and negotiating to achieve positive outcomes. • Demonstrating transparency in our decision making. • Encouraging a diversity of views and experiences and listening to all relevant voices before making decisions

	<ul style="list-style-type: none"> • Being a role model and acting as an ambassador for Bernicia.
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