

JOB DESCRIPTION

JOB TITLE:	Workforce Manager	JE NUMBER: A13617
DIRECTORATE:	Housing	BAND: 9
RESPONSIBLE TO:	Delivery Manager / Operations Manager	
RESPONSIBLE FOR:	People and performance management of a team of Trades employees and Trades Assistants. Line management of between 12 and 25 employees; day-to-day people and performance management. Monitoring and management of staffing budgets. Overall responsibility for ensuring the work is delivered.	
MAIN PURPOSE OF POST:	To provide strategic and operational leadership to a large team of Trades employees, ensuring high performance, safe working practices and a positive employee experience. The postholder will be responsible for delivering high-quality, customer-focused repairs and maintenance services by managing performance, supporting wellbeing, ensuring full compliance with HR and health and safety policies, and driving continuous improvement across Housing Property Services. The postholder will identify and address learning and development needs, enabling staff to perform at their best and ensuring services offer good value for money while meeting all legislative and regulatory requirements. Provide both job related and ICT technical support to solve problems and ensure the smooth day to day running of operations and retain overall responsibility for ensuring the work is delivered. The postholder will lead the development and delivery of workforce strategy, ensuring that staffing resources are aligned to current and future service demands across repairs, compliance and capital programmes. The role has direct accountability for workforce performance, service budgets and service outcomes, and contributes to the development of service policy, operational standards and delivery models. The postholder will exercise significant professional judgement and autonomy in workforce planning, deployment, and performance management, ensuring services meet regulatory requirements, deliver value for money, and support continuous service improvement.	

DUTIES AND RESPONSIBILITIES:

1.	Provide day-to-day leadership and management to Trades employees and Trades Assistants, ensuring clear expectations, consistent standards and a positive working environment.
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2.	Lead the development and implementation of a strategic workforce plan aligned to Housing Property Services objectives, asset management strategies and compliance requirements.
3.	Hold regular one-to-one meetings and VIPs (either on site or in the depot) with each employee to discuss health and wellbeing, conduct, training needs and any concerns, ensuring accurate documentation. Promote a high-performance culture, promoting employee engagement and satisfaction by encouraging open communication, recognising good performance and addressing concerns promptly.
4.	Forecast workforce demand, skills requirements and capacity needs to support delivery of repairs, compliance programmes and capital investment works. This will require a detailed knowledge of service standards, targets and procedures to ensure appropriate prioritisation of resources.
5.	Analyse workforce capacity, operational demand, productivity trends, skills availability and service priorities to make complex workforce deployment decisions, balancing competing priorities and resolving operational resource conflicts.
6.	Maintain accountability for workforce competence, ensuring employees hold appropriate qualifications, certifications and mandatory training to safely undertake their duties and meet statutory requirements.
7.	Take accountability for workforce productivity, performance and attendance, implementing appropriate interventions to address underperformance and maximise operational effectiveness.
8.	Monitor and control delegated workforce expenditure, including overtime, agency staffing, training expenditure and workforce-related budgets, ensuring services operate within agreed financial limits.
9.	Provide specialist operational advice and guidance on workforce deployment, productivity, performance management, workforce competence and service delivery within a complex repairs and maintenance environment.
10.	Ensure the effective operational delivery of repairs, maintenance and compliance services through the efficient deployment of workforce resources.
11.	Lead on workforce modernisation, including productivity improvements, new ways of working and digital enablement.
12.	Analyse performance, workforce data and service demand trends to inform long-term planning and decision-making.
13.	Maintain a training plan for direct reports, ensuring all key certification is up to date and liaise with the Safety and Compliance Team to ensure learning development needs are met. Work with the other Workforce Managers to organise and deliver training to trades employees.
14.	Provide excellent line management support to the team, leading by example, and ensuring employees can access learning and development where required for their role. Apply HR policies consistently, working collaboratively with HR and Trade Union colleagues to resolve issues promptly and fairly.
15.	Ensure the effective operational delivery of repairs, maintenance and compliance services through the efficient deployment of workforce resources.

16.	Establish and manage robust performance frameworks, including KPIs, service standards and productivity measures.
17.	Lead on recruitment, induction, probation reviews and ongoing development of team members as well as workforce planning, talent development, succession planning and retention strategies.
18.	Ensure effective performance management, including setting targets, monitoring progress and addressing underperformance constructively.
19.	Manage complex employee relations issues, ensuring compliance with HR policies and employment legislation, within HPS and other directorates across the organisation.
20.	Take accountability for workforce performance outcomes and intervene where required to improve service delivery. Provide technical support and solutions to the trade teams and technical coordinators particularly where jobs involve multiple trades.
21.	Hold direct responsibility for workforce budgets, ensuring effective financial planning, monitoring and control.
22.	Ensure delivery of services within agreed budgets while achieving value for money and efficiency targets.
23.	Contribute to wider financial planning and business cases relating to workforce and service delivery.
24.	Make informed decisions on workforce resourcing models, including the balance between direct labour, contractors and agency usage.
25.	Lead continuous improvement initiatives to enhance service quality, efficiency and customer satisfaction.
26.	Work with Delivery Managers and other Workforce Managers to ensure the right level of trades resources are available across HPS to deliver key functions, to minimise the requirement for agency staff and to ensure robust management of staffing budgets
27.	Carry out all sickness absence management responsibilities in full, including conducting every stage of the process up to and including Level 4 meetings, ensuring timely action, accurate documentation and consistent application of policy.
28.	Work with trades employees to produce personalised risk assessments as and when required.
29.	Work collaboratively with Trade Unions, contractors, internal teams and external partners to support a culture of continuous improvement, encouraging employee feedback and contributing to service development initiatives.
30.	Engage with stakeholders to influence service delivery, resolve issues and improve outcomes. This requires a detailed knowledge of other council services, policies and procedures.

31.	Work collaboratively with other managers to support consistent standards and shared problem-solving across the service.
32.	Support the delivery of high-quality repairs and maintenance services by ensuring staff are deployed effectively and work is completed to required standards. Provide expert advice and guidance on workforce delivery, compliance and operational performance.
33.	Ensure employees follow all risk assessments, safe systems of work and health and safety requirements.
34.	Ensure compliance with all relevant statutory, regulatory and safety requirements including building safety legislation.
35.	Interpret and implement regulatory and legislative requirements, ensuring services meet standards set by bodies such as the Regulator of Social Housing and the Housing Ombudsman.
36.	Contribute to the development and implementation of workforce and operational policies, procedures and standards.
37.	Produce accurate reports, records and management information as required.
38.	Contribute to service assurance, audit processes and regulatory inspections.
39.	Collate and submit call-out and stand-by records to ensure accurate and timely payment through the payroll process.
40.	Ensure all accidents and incidents, near misses and non-conformities are investigated (including vehicle incidents), working with Trade Union colleagues and Health and Safety representatives to ensure corrective and preventative action is implemented and lessons learned are embedded swiftly and thoroughly.
41.	Escalate any safeguarding concerns raised by employees to the Safeguarding Link Officer.
42.	Supporting and providing technical advice, job specific to the trade employees and retain overall responsibility for ensuring work is delivered to the required standard, timescale and to the customer's satisfaction.
43.	Contribute to service assurance, audit processes and regulatory inspections.
44.	The postholder will provide first-line technical support to Trades teams, ensuring staff can effectively use the digital tools and systems required for completing works. This includes: • Supporting employees with basic troubleshooting for mobile devices. • Liaising with IT services to escalate issues that cannot be resolved at first contact. • Ensuring staff are confident and competent in using technology by providing simple guidance, demonstrations, and refresher support where needed. • Monitoring common issues and feeding back to managers and IT to improve system usability and reduce downtime.

	Maximise the use of IT systems to support scheduling, performance monitoring and service efficiency.
45.	Support the Head of Service with emergency planning, out-of-hours responses and business continuity arrangements relating to gas incidents, heating failures and high-risk situations.
46.	Required to undertake and apply duties under the Construction (Design and Management) Regulations 2015, ensuring work is planned and specified to eliminate, reduce, and control risks, and that all relevant information is provided to HPS operatives to enable safe delivery.
47.	Deputise for other Workforce Managers when required.

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	X
Vetting Checks e.g. Disclosure and Barring Service (DBS)	YES		NO	X

Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	X	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	X	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Workforce Manager	JE NUMBER:	A13617
DIRECTORATE:	Housing	DATE:	2026

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	Strong leadership, people management and stakeholder management skills, with experience managing operational teams.	AF / I
•	Good understanding of HR policies and procedures, including performance, conduct and attendance management.	AF / I
•	Ability to identify learning and development needs and support staff development.	AF / I
•	Ability to address performance and conduct issues fairly, consistently and supportively.	AF / I
•	Advanced knowledge of repairs, maintenance and compliance service delivery within a housing or building services context	AF / I
•	Ability to work under pressure, manage competing priorities and meet deadlines	AF / I
•	Strong understanding of relevant legislation, regulatory standards and compliance frameworks as well as policies and procedures across the council and the needs of other services	AF / I
•	Strong analytical and problem-solving skills, with ability to interpret complex data and develop long-term solutions	AF / I
•	Excellent written and verbal communication skills	AF / I
•	Strong IT skills, including use of mobile working systems and Microsoft Office	AF / I
•	Ability to produce high quality, accurate reports and management information	AF / I
•	Knowledge of health and safety legislation relevant to HPS	AF / I
•	Ability to undertake risk assessments and support safe working practices	AF / I
•	Ability to lead organisational change and continuous improvement initiatives	AF / I
•	Ability to work collaboratively as part of a wider management team	AF / I
•	Strong financial management and budget control skills	AF / I

•	Detailed knowledge and understanding of delivering construction and maintenance / trades-related work	AF / I
•	Awareness of Regulator of Social Housing and Housing Ombudsman requirements.	AF / I
Desirable		
•	Basic financial or budget monitoring skills	AF / I
•	Ability to deliver training or briefings	AF / I
EXPERIENCE		
Essential		
•	Experience of managing trades employees or similar operational teams within housing, construction, repairs or maintenance services	AF / I
•	Experience of performance management systems and setting targets	AF / I
•	Experience of leading workforce planning, resource management and service delivery	AF / I
•	Experience of working in a local authority and / or social housing landlord setting	AF / I
•	Experience of working in the construction, repairs or maintenance sector	AF / I
Desirable		
•	Experience of working collaboratively with trade unions	AF / I
•	Experience of managing budgets and delivering value for money	AF / I
•	Experience in managing complex employee relations issues	AF / I
•	Experience of working within a regulatory or compliance-driven environment	AF / I
•	Experience of contributing to service improvement or change initiatives	AF / I
QUALIFICATIONS		
Essential		
•	Significant management experience and / or a recognised management qualification	Qualification / Certificate
•	Current driving licence	Qualification / Certificate
•	Health and safety qualification (IOSH Working Safely or equivalent)	Qualification / Certificate
•	NVQ Level 3 or equivalent trade-related qualification	Qualification /

		Certificate
Desirable		
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	AF / I
•	To perform the job role in accordance with the specified level of the council's Competency Framework	AF / I
•	Commitment to self-development, service improvement and organisational effectiveness	AF / I
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value. For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	Interview
Level: 2		
Changing and Improving	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways. For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	Interview
Level: 2		
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is	Interview
Level: 2		

	handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	
Leading & Communicating Level: 2	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
Collaborating and Partnering Level: 2	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Developing self and others Level: 2	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	Interview
Delivering Value for Money Level: 2	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work	Interview

	collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	Interview
Level: 2		
Delivering at Pace	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly	Interview
Level: 2		