

ROLE PROFILE

Job Title: Works Supervisor	Reports to: Contract Supervisor	Department: Fix360 Voids	Team: Fix360 Voids
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<p>Job Purpose</p> <p>Assist Contract Supervisors with the delivery of a high performing, effective and efficient Responsive Repairs and Maintenance, Void and Planned Maintenance Service, including the monitoring and managing of a team of Trade Operatives and Sub-Contractors.</p>	<p>Competencies:</p> <ul style="list-style-type: none"> • Passion • Pride • Creativity • Accountability
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Key Responsibilities:

1. Support Contract Supervisors to implement the most efficient and profitable daily plan for operatives to deliver.
2. Ensure all activities meet requirements for quality management and Health & Safety, seeking advice when required.
3. Ensure operational queries are dealt with effectively, providing clear supportive and accurate advice or signposting and escalating complaints via the appropriate channels.
4. Mobilise or provide absence cover for the Contract Supervisor.
5. Ensure Contract Supervisor is notified of any underperforming employee within the team, in order to achieve desired standards, appropriate time keeping, productivity and compliance with the Company's values.
6. Maintain minimum resource levels to achieve internal commercial and safety targets without compromising customer requirements.
7. Undertake visual inspection of works completed, dealing with and reporting any identified issues.
8. Escalate any issues of concern/potential concern to the Contract Supervisor, ensuring a pro-active approach and service delivery is not negatively impacted.
9. Assist the Contract Supervisor to lead, motivate and direct your teams to ensure high working standards.
10. Assist the Contract Supervisor to maintain high levels of Health and Safety on site at all times.
11. Assist the Contract Supervisor to ensure that pre & post inspections/QA checks of Voids and other repairs are completed and properties walked off to the required Group standard and handed over on time and within budget.
12. Work with the wider team to aid future decision making and possible improvements to service levels.
13. Adhere to agreed works planning and scheduling processes to achieve desired results.
14. Responsible for the organisation of plant & materials for jobs, assist Contract Supervisors to carry out frequent audits on materials used/booked out against work executed and conducting periodic van stock checks.
15. Ensure all operatives wear official Company uniform and PPE, and are well presented on a daily basis.

- 16.** Undertake training with operational employees i.e. tool box talks, Company updates etc.
- 17.** Liaise with other Supervisors to effectively resolve any cross-managerial issues within the contracts.
- 18.** Ensure all works/requested information i.e. photographs, follow-ons, material requirements allocated to operatives/trades through the Company's IT system, are correctly carried out and reported back to the office.
- 19.** Assist the Contract Supervisor to maintain safe systems of work in accordance with policies and procedures and relevant legislation / regulation.
- 20.** Undertake additional duties appropriate to the role and/or grade.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Up to date relevant knowledge of Health & Safety legislation • First Aid knowledge • Asbestos Awareness 	
Skills	<ul style="list-style-type: none"> • Ability to use Word & Excel (update spreadsheets and e-mail) • Analytical skills, with ability to map and improve mapping interactions between business functions, customers and suppliers • Ability to communication effectively with customers and colleagues 	<ul style="list-style-type: none"> • Scaffold inspection
Experience	<ul style="list-style-type: none"> • Supervisory experience, managing internal and external teams • Experience of budget management 	
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) • Relevant trade qualifications – Site Management Safety Training Scheme (SMSTS) 	<ul style="list-style-type: none"> • (COSHH) Control of Substances Hazardous to Health Regulations 2002) • Relevant H&S qualification • Professional membership of a relevant construction industry body • First Aid



People Management Responsibility	Supervisor experience
Budgetary Responsibility?	No budgetary responsibility
Key Relationships (internal/external)	

Safeguarding of Children Young people and Vulnerable Adults
 Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.

As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.

Date Role Profile Created/Updated:	May 2021
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