

# Contract Supervisor

**Contract Type** Regional Worker

Operations Manager



Contracts Manager



Contracts Supervisor



Multi-discipline Repairs & Maintenance Team

Department

Repairs & Maintenance



Voids team

## Role Overview

**Support the Contract Manager with managing the delivery of repair works for the Group’s residential properties. You will lead a team to carry out repairs to meet standards, timescales, and budget with a priority on health, safety, and well-being of staff, public and tenants.**

**This role is subject to a Basic DBS Check**

## RESPONSIBILITIES

- Prioritise Health & Safety at the forefront of all operations
- Lead, motivate and engage with direct team, to deliver a high-quality service, and clear direction, including team objectives and improvement targets, regular communications and appraising individual performance
- Manage the performance and development of your team, providing expertise, coaching and other developmental support as required, ensuring a quality service is provided and underperformance is dealt with appropriately
- Ensure works are effectively prioritised, planned and carried out to standard, timescales and budget, ensuring adherence with regulatory and statutory requirements and Fix360 policies and compliance frameworks
- Conduct monthly one to one meetings with all team members, setting targets, monitoring Health and Safety and discussing concerns
- Continually strive to improve customer satisfaction and reducing customer complaints, undertaking any mitigation and/or corrective action needed.
- Ensuring full compliance with all internal processes
- Oversee quality assurance activity, ensuring outcomes are accurately recorded and shortfalls in quality and compliance standards identified and effectively addressed
- Manage relationships with front line workers and other key stakeholders to ensure ongoing effective service delivery for the Group; acting as focal point in relation to the performance of the service including dealing with and resolving escalated issues and complaints
- Support the Contract Manager in undertaking financial responsibilities, including developing budget requirements and managing the invoicing process, ensuring Fix360 expenditure is robustly managed in line with the Group’s financial controls, including escalating details of planned over/under spending

## Our values

**Honest & Reliable**  
We are authentic, open and dependable; and we do what we say we'll do.

**Caring**  
We show kindness and consideration to our customers and each other.

**Respectful & Fair**  
We listen to people, and strive for equity and inclusivity in all that we do.

## STRENGTHS

- ✓ Ability to Identify, build and maintain constructive relationships with teams and stakeholders
- ✓ Demonstrable ability to effectively engage with business stakeholders within the organisation
- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Ability to manage performance of individuals and teams
- ✓ Results driven with strong analytical skills, and ability to critically analyse complex information, providing meaningful management information
- ✓ Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines

## ESSENTIAL REQUIREMENTS

- In-depth understanding of the National Housing Federation (NHF) Schedule of Rates for Building Works
- Knowledge of asbestos, legionella, building regulations, fire regulations, health and safety regulations and carrying out risk assessments within a housing environment
- Knowledge of the HHSRS (Housing Health And Safety Rating System)
- Full UK driving Licence
- Experience in the building industry, ideally working within a customer focused housing repair and maintenance team
- Experience of successfully leading, managing, and motivating teams, including managing team performance in a matrix structure
- Relevant trade qualifications – SMSTS, First Aid, CSCS Managers and Professionals Black Card

## BENEFICIAL TO THE ROLE

- ✓ Knowledge of responsive repairs ICT systems e.g., Accuserve/ Opti-time
- ✓ Relevant health and safety qualification e.g., IOSH, or equivalent
- ✓ Social Housing experience
- ✓ Relevant building, maintenance, compliance, or facilities management qualification e.g., HNC in Building, or equivalent

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