

ROLE PROFILE

Job Title: Work Supervisor	Role Reports to: Contract Supervisor	Business Function: In House Contractor
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<p>Job Purpose:</p> <p>Assist both the Contract supervisors in 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>The Work Supervisor fulfils a critical role within the organisation, and ensures that the roles and responsibilities of Trade Operatives (including subcontractors) are adhered to.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • Flexibility and Resilience • Interpersonal Understanding • Results Focus • Meeting Customer Needs • Future Focus • Problem Solving & Decision Making • Building Relationships
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Key Responsibilities:

1. Providing support to the Contract Supervisors, reporting back where required. Liaising with the Contract Supervisors to implement the most efficient and profitable daily plan for operatives to deliver.
2. Ensure all activities meet with requirements for quality management and health and safety, seeking further advice when required.
3. Ensure operational queries are dealt with effectively, providing clear supportive and accurate advice or signposting as appropriate and escalating complaints via the appropriate channels.
4. Mobilise or provide absence cover in accordance with your Job role and position within the organisation for the Contract supervisor
5. Ensure the Contract Supervisor is notified of any underperforming employee within the team so where applicable they can be coached/mentored/disciplined as required in order to achieve desired standards, appropriate time keeping, productivity and compliance with the Company's values and employee handbook.
6. Maintain minimum resource levels to achieve internal commercial and safety targets without compromising customer requirements
7. Carry out visual inspection of the works completed, dealing with and reporting any issues identified.
8. Escalate any issues of concern/potential concern to the Contract Supervisor as required to ensure a pro-active approach is maintained 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 Y.H.G. 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 are well presented daily.
16. Undertake training with operational employees when instructed 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 Fix360 policies and procedures and relevant legislation / regulation.

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Able to use Word & Excel (update spreadsheets and e-mail) • Up to date relevant knowledge of Health & Safety legislation • First Aid • Asbestos Awareness • Manual Handling • Safe working at Height 	<ul style="list-style-type: none"> • Scaffold inspection • COSHH) Control of Substances Hazardous to Health Regulations 2002)
Skills	<ul style="list-style-type: none"> • Excellent communication skills • Self-motivated and able to meet deadlines • Demonstrates eye for detail and commitment to delivering excellent standards 	
Experience	<ul style="list-style-type: none"> • Experience in a customer facing role liaising with clients and Managers • Experience of delivering building maintenance activity 	
Qualifications/Education	<ul style="list-style-type: none"> • Trade Qualification NVQ LEVEL 3 	<ul style="list-style-type: none"> • Supervisory qualification

People Management Responsibility?	This role has no line management responsibility
Budgetary Responsibility?	This role has no budgetary responsibility
Key Relationships (internal/external)	The role requires a strong customer service mentality, team work and the ability to work alongside 3 rd parties.
<p>There will be the requirement to travel to other locations to effectively perform this role.</p> <p>In order to fulfil the requirements of this role, you will be required to work flexibly during the hours of operation.</p> <p>It is a requirement that the role holder holds a current, valid UK driving licence.</p> <p>The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.</p> <p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>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.</p> <p>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.</p>	
Date Role Profile Created/Updated:	January 2019