

ROLE PROFILE

Job Title: Contract Supervisor	Role Reports to: Contract Manager	Business Function: Delivery	Evaluated Tier:
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<p>Job Purpose:</p> <p>Support the Contract Manager in managing the delivery of required works for Group residential properties, including responsive repair works, disrepair works, void and new let property surveys and repairs, and associated quality assurance activity, leading a team to carry out repairs to standard, timescales and budget with a priority on health, safety and well being of staff, public and tenants.</p>	<p>Key Competencies:</p> <ul style="list-style-type: none"> • H&S knowledge • People development • Customer focus • Cost awareness • Future focus • Results focus • Problem solving & decision making
<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. Prioritising H&S at the forefront of all operations. 2. Lead, motivate and engage with your team to deliver a high quality service by providing clear direction, including team objectives and improvement targets, regular communications and appraising individual performance where appropriate. 3. 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. 4. Conduct monthly one to one meetings with all team members setting targets, monitoring health and safety and discussing concerns. 	



5. Continually strive to improve customer satisfaction and reducing customer complaints, undertaking mitigation and or corrective action where needed.
6. Performance measures as set by Contract Manager.
7. Ensuring full compliance towards van stock process and use of PDA by Operatives to undertake their works.
8. Oversee quality assurance activity, ensuring outcomes are recorded accurately and shortfalls in quality and compliance standards are identified and addressed effectively.
9. Manage relationships with front line workers and other key stakeholders to ensure Fix360's 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.
10. Ensure accurate records are maintained using appropriate systems and databases, ensuring the integrity and quality of data, to enable regular analysis to be carried out and reporting to be completed as required.
11. Provide information to key stakeholders as required, including the Contract Manager, to support performance reviews and decision making.
12. 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 as appropriate.
13. Ensure enquiries are dealt with effectively, providing clear, supportive and accurate advice or signposting as appropriate and escalating complaints via the appropriate channels.
14. Manage internal and external stakeholders effectively, including colleagues and customers providing advice and support and building constructive working relationships as appropriate.
15. 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.
16. Monitor the performance of Subcontractors, providing feedback to ensure a quality service is provided and any underperformance addressed

appropriately.

17. Conduct regular reviews of your service area, collaborating with and seeking feedback from internal and external stakeholders to identify efficiencies and continually improve the service provision.
18. Work collaboratively with the Fix360 management team to ensure effective delivery of the wider service.
19. Lead for Equality and Diversity within your team, including Mental Health awareness, ensuring effective communications of, and compliance with, Fix360's policies and standards.
20. Ensure that health and safety requirements are met in accordance with Fix360's policy, procedures and statutory requirements.
21. Ensure that all data protection requirements are met in accordance with Fix360's policy, procedures and statutory requirements.

	Essential	Desirable
Knowledge	<p>In-depth understanding of the National Housing Federation (NHF) Schedule of Rates for Building Works.</p> <p>Knowledge of the Housing Health and Safety Rating System (HHSRS).</p> <p>Knowledge of asbestos, legionella, building regulations, fire regulations, health and safety regulations and carrying out risk assessments within a housing environment.</p> <p>In-depth knowledge of building regulations and disrepair legislation.</p>	<p>Knowledge of responsive repairs ICT systems e.g. Accuserve/ Opti-time</p>

<p>Skills</p>	<p>Ability to Identify, build, monitor and maintain constructive relationships with teams and stakeholders.</p> <p>Encouraging communication and willingness to share knowledge and information.</p> <p>Ability to manage performance of individuals and teams</p> <p>Analytical in relation to mapping and improving interactions between business functions, customers and suppliers.</p> <p>Ability to drive continuous improvement in contract performance and operational service improvements.</p> <p>Ability to show initiative and propose solutions to issues identified.</p> <p>Effective stakeholder management, both internally and external to the organisation, including the ability to successfully persuade and influence others.</p> <p>Evidence of using sound judgement when making effective decisions.</p> <p>Results driven with strong analytical skills,</p>	
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	<p>including the ability to critically analyse complex information, and experience of providing meaningful management information.</p> <p>Commercially aware with a focus on continuous improvement and the ability to drive change.</p> <p>Customer focused with excellent communication skills, both verbal and written, with the ability to work at all levels within the business.</p> <p>Excellent attention to detail with the ability to work under pressure, deliver to strict deadlines and manage conflicting priorities.</p> <p>Proficient in the use of Microsoft Office.</p>	
Experience	<p>Experience in the building industry, ideally working within a customer focussed housing repair and maintenance team</p> <p>Proven track record of identifying items of disrepair and an understanding of building maintenance terminology and repair</p>	

	<p>activities.</p> <p>Experience of successfully leading, managing and motivating teams, including managing team performance in a matrix structure.</p>	
Qualifications/Education	<p>Relevant trade qualifications – SMSTS, First Aid, CSCS Managers and Professionals Black Card.</p>	<p>Relevant building, maintenance, compliance or facilities management qualification e.g. HNC in Building, or equivalent.</p> <p>Relevant health and safety qualification e.g. IOSH, or equivalent.</p> <p>Relevant professional qualification.</p> <p>Professional membership of a relevant construction industry body</p>

People Management Responsibility?	<p>Managing a teams of personnel in a matrix structure</p> <p>Instilling teamwork, responsiveness, commercial and social thinking</p>
Budgetary Responsibility?	Budget Management
Key Relationships (internal/external)	<p>Internal</p> <ul style="list-style-type: none"> Managing Director Head of Operations

	<ul style="list-style-type: none"> • Contract Managers • Scheduling Manager and team • Project Lead • H&S Advisor • Functional Managers <p>Connected</p> <ul style="list-style-type: none"> • Client Representative • Contact Centre personnel • Procurement Manager • Key trade suppliers and subcontractors
<p>There will be the requirement to travel to other locations to effectively perform this role.</p> <p>The role will be exposed to sensitive information, therefore the role holder is expected to maintain levels of confidentiality at all times.</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>Fix360 on behalf of 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 Fix360 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>	

Key Role Performance Indicators

General KPIs

1. Reduction in Sickness Absence levels and staff turnover
2. Delivery of staff one to ones
3. Delivery of site audits specific

Operational KPIs

1. Average number of jobs per day
2. Percentage no access rates and recalls
3. Customer complaints/Customer compliments received
4. Percentage recalls and "follow-ons"
5. Near misses reported
6. Downtime/productive time
7. Percentage pass rates for voids
8. Void turnaround time
9. Void Walk-Off rates
10. Average number of jobs per day
11. H&S compliance checks
12. Van stock PDA usage
13. Cost reduction targets
14. Customer satisfaction survey results



Date Role Profile Created/Updated:			
Signed By	Print Name	Job Title	Date
	HR Director Signature	Print Name	Date