

Job Profile

JOB TITLE: Working Supervisor

PURPOSE OF THE JOB:

To supervise trades teams and to be hands on to deliver, planned and voids maintenance work in residential homes.

ROLE SPECIFIC ACCOUNTABILITIES

1. Accountable for the day to day management of multi trade teams.
2. Undertake pre-inspection work and specifications through the tablet device.
3. To provide hands on delivery of a high standard of works using your primary and second trade skills
4. Work closely with the Contract Co-ordinators regarding progress updates.
5. To be a point of contact for customers while undertaking planned works in their homes.

GENERAL KEY ACCOUNTABILITIES

6. Maintain impress van stock of materials including recording usage on handheld device.
7. Use the delivery service and "Pod" assigned to you, to replenish your impressed stock, while minimising travel and downtime.
8. Ordering materials to site as required for planned and void works
9. Specify and order specialist materials where required to complete task. Minimise any wastage.
10. Using the handheld device accurately record required information on job orders.
11. Ensure standby log sheets, material orders, vehicle checks, annual leave requests are all completed through our systems and in line with our policies.
12. Achieve relevant productivity and performance targets set on annual basis.
13. Inform Supervisors of work orders requiring cancelling, follow on works or change in status
14. Written – Produce short reports for Supervisors as required.
15. Draw any queries to a conclusion
16. Ensure company vehicle is only used in accordance with company vehicle policy
17. Ensure the safe, effective use of tools and plant ensuring they are regularly maintained and serviced, and your supervisor is notified of any loss or damage.
18. Compliance with all company policy and procedures
19. Comprehend and abide with the Health & Safety regulations and ensure all work practices are safe
20. Carry out risk assessments, correcting poor practice and reporting dangerous occurrences to your supervisor
21. Present a positive image of Qualis Management, wearing corporate work wear whilst working
22. Act as an ambassador for Qualis Management and their Clients at all times
23. To deliver quality workmanship within your specific trades and without close supervision
24. Meet appointments as arranged with customers
25. Complete work first time wherever possible
26. On completion of work inspect quality and be satisfied before leaving the customer
27. Undertake the supervision of apprentices if assigned and the manage the quality of their work
28. To undertake flexible working patterns as required to provide effective, customer-focussed services.
29. Taking part in the standby duty rota outside of normal office hours.

Corporate

- 30. Ensure our customer service and delivery is excellent and continually improves.
- 31. Ensure that our policies are implemented.
- 32. Demonstrate our governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, and equality are maintained.
- 33. Participate in projects to achieve the most effective services possible for the community, partners and the organisation.

Duties and accountabilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonable duties and accountabilities, commensurate with the grading of the post, without changing the general character of the post.

SKILLS/KNOWLEDGE/ATTRIBUTES

<p>Education</p>	<ul style="list-style-type: none"> • Substantial experience in the building industry to acquire the skills and techniques of your specialised trade and a secondary trade • City and Guilds qualification up to (NVQ level 3) or relevant experience in one trade and others or relevant supervision qualification. • Holder of relevant current construction skills certification scheme CSCS site operative card • Working knowledge of relevant Health and Safety Legislation. • Full driving licence as a work van will be provided • Demonstrate a good understanding of safeguarding issues commensurate with the role. • A satisfactory DBS check is required as part of this role.
<p>Experience</p>	<ul style="list-style-type: none"> • Working with customers to deliver a high-quality maintenance service. • Previous experiencing of supervising maintenance teams. • Experience of fast paced, maintenance and repair environment.
<p>Knowledge & Skills</p>	<ul style="list-style-type: none"> • Ability to undertake pre-inspection works via a tablet device. • Multi-skilled and able to undertake work across more than one trade.

	<ul style="list-style-type: none"> • Ability to prioritise workloads and minimise unproductive time. • Good timekeeper with organisation and planning skills • Self-motivated and a good team player • Make sound judgements and decisions in line with the company's guidelines and objectives • Excellent communication and interpersonal skills with a strong customer focus • To maintain an effective and professional approach at all times. • Work with colleagues, other staff, customers and partners to provide efficient and effective services. • Ability to problem solve, balancing customer needs with targets and constraints. • Provide advice and guidance to customers and staff. • Ability to use ICT systems and able to accurately record information in a format. • Positively promote the introduction, development and implementation of new technology and working methods to improve the service. • Keep up to date with developments and innovations in the building maintenance industry and maintain own continuous professional development. • Knowledge and understanding of relevant health and safety legislation to your role.
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