

## Job Description

<b>Job Title:</b>	Supervisor
<b>Division:</b>	Repairs and Maintenance
<b>Reports to:</b>	Contracts Manager, Divisional Manager
<b>Direct Reports:</b>	Trade Operatives, Subcontractors
<b>Main Interfaces:</b>	Client teams, Administration teams, Residents, Management

### Overall Purpose

To provide on-site supervision of works carried out for our clients including residential properties and voids, and ensuring operatives comply with health and safety and that the instructions for the job have been followed.

### Key Tasks / Activities / Responsibilities

- Day-to-day supervision of the contract dealing with residents, customers and ensuring that all operatives are working efficiently and productively
- Ensuring that suppliers/subcontractor works are carried out in accordance with the work sheets given and in a timely manner meeting all contract KPI targets
- Liaising with the residents and customers and dealing with any queries or issues which may arise
- Ensuring works are completed on time and to a high quality standard
- Specifying of voids, checking the void and presenting the orders to the housing offices
- Encompass Company change, including any training where necessary with positive attitude
- Ensure all clients' expectations are achieved
- Ensure that paperwork and reports are fully completed and submitted in-line with the Company procedure
- Responsible for Litigation issues from housing offices
- Organising operatives, assist in planning appointments in conjunction with the call centre
- Driving from site to site as part of the daily duties
- To adhere to and comply with Company HR Policies and Health and Safety legislation including necessary inspections such as scaffolds, works in progress and operative / subcontractors to ensure company compliance.
- Completion of appropriate paperwork such as Method Statements and Risk Assessments, delivering tool box talks.
- Be jointly responsible for ensuring the work place is tidy and safe at all times including all Axis operational offices
- To wear Personal protective equipment which is supplied and be responsible for yourself and others
- Must be prepared to work at heights using ladders, scaffolding and work in confined spaces and in a variety of work conditions that may prevail at that time
- To comply with the Codes, policies and procedures of the employer
- To carry out and promote the employers policy regarding Equal Opportunities
- To complete time sheets and work sheets and reports as required
- To undertake such duties, which are commensurate with the post from, time to time to the direction of the Management
- Working as an integral team member as well as a mentor and coach to apprentices and colleagues
- Accepting jobs in any area required within the contract by your line manager, Contract Manager and Divisional Manager
- Must be prepared to comply with all company policies and procedures
- Attend regular weekly/bi-weekly meetings with your line manager
- Attend pre-inspections where necessary and submit reports within 48hrs for standard orders and within 24hrs for complaints/emergencies
- Follow and support policies, procedures, initiatives and work instructions related to sustainability improvement and environmental compliance

- Ensure all client's expectations are achieved
- Ensure that all variation sheets are appropriately completed and signed by the client or client representative; provide contracts supervisor/manager with such signed copies at the earliest opportunity
- Prepare snagging lists at the earliest and promptly issue such for record of the relevant party
- Ensure that the construction phase health & safety file and relevant F10 is present, updated and maintained on site
- Ascertain that all subcontractors and operatives carrying out works on site have been inducted; ensure that every operative is appropriately qualified to carry out the operations they propose to engage; obtain and ascertain that method statements issued by subcontractors are adequate and acceptable prior to authorising works to proceed
- Ascertain that all heating and gas works specified have been brought to the attention of the Gas qualified manager prior to authorising such works to proceed on site

## Person Specification

### Key Areas of Knowledge:

- Working construction industry knowledge
- Using SOR codes
- CSCS
- IT Literate
- Health and Safety regulations
- Scaffold Inspection
- Working at Heights
- SSSTS
- SMSTS
- Manual Handling
- Asbestos Awareness
- Great knowledge of Nat Fed SOR codes
- Ability to report on large multi trade works including codes & full depth reports.

### Key Skills:

- Performance Management
- Customer Service focused
- Excellent Communication skills
- Ability to prioritise
- Ability to meet tight deadlines
- Ability to work under pressure
- People Management
- Tool Box Talks Delivery
- Working alongside the client

### Key Experience:

- Repairs and maintenance Industry
- Previous supervisory experience on a maintenance site

### Other Key Information:

- Full Clean Driving Licence
- Clean DBS
- All staff has a personal responsibility and accountability to Axis to ensure that their day to day activities adhere to the Sustainability Policy Statement and Plan and minimise the impact upon the environment.
- It is the responsibility of all staff to ensure that their day to day activities embrace sustainability and reduce the impact upon the environment by minimise waste and maximise recycling; saving energy; minimise water usage and report any electrical faults, water leakage or other environmental concerns to the facilities or line manager.

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I have read and understood the provisions of this job description.

I understand that this document forms part of my employment and I hereby confirm my agreement with its provisions.

Name:

Signature:

Date: