

Job Description

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

Overall Purpose

- To effectively and efficiently lead, manage and control the workforce across the Repairs contract.
- Managing a team of Operatives to ensure correct workflows are followed demonstrating efficiency and value for money delivery.
- To provide on-site supervision
- Ensure compliance with Axis Health and Safety, policies and procedures
- Review of works carried out, descriptions, applied codes and required justification
- Work closely with the Senior Management Team as well as the client's management team in ensuring the delivery of those operational and service improvement objectives.
- Positively influence the results and performance of the business

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
- Challenge and action productivity, performance and instigate improvement
- To work with both client and customers to support the team to ensure that clean information is available and entered accurately onto the database.
- Fully utilise Axis IT & communication systems
- Liaise with Planners ensure that jobs are allocated effectively and efficiently.
- To communicate with the supply chain, trade suppliers, directly employed operatives and subcontractors, instructing works where necessary, providing challenge where appropriate.
- To present a professional manner to represent the business to the client and customers.
- Ensure process compliance throughout both sub-contracted and DLO work streams
- Manage the associated workforce within the contract to ensure quality and productivity are always at the highest possible levels and that the workforce are motivated and developed and carry out their roles as defined in their job descriptions.
- Manage and monitor the service to ensure delivery improvement through the use of measures, including but not limited to end to end time, number of visits, cost per job, first time fix.
- Manage, respond to, and analyse complaints, develop and implement improvements that will reduce volume and pattern of complaints and improve quality of service. Undertake investigations, collect and present evidence as required.
- Induct all operatives into the team ensuring that you adhere to Axis policies and procedures.
- Ensure QHSE policies and procedures are implemented and monitored, working closely with and seeking guidance from the QHSE team as appropriate regarding ongoing policies and initiatives
- To ensure risk assessments are completed and maintained.
- Carry out regular Toolbox talks for H&S, Quality and process improvement.
- Ensure company vehicles are inspected regularly and are clean, maintained and road worthy.
- Ensure HR policies and procedures are implemented and monitored, working closely with and seeking guidance from the HR team as appropriate regarding ongoing policies and initiatives.
- Carry out annual appraisals to operational staff.
- To liaise with clients and their representatives to ensure their requirements are understood and all contract requirements met.
- To ensure that all accidents/incidents are reported in line with our policies and where required to the HSE, and carry out accident/incident investigations in order to prevent re-occurrence of similar accidents
- Support with the organisation and management of the OOH call rota and participate if required.

Person Specification

To succeed in this role you will have a keen and a willingness to become an integral member of the team in improving the service to all areas of the business as appropriate.

Skills & abilities:

- Accurate data entry skills.
- Good Organisational and prioritisation skills.
- Capable of working on own initiative and part of a team
- Self-motivated
- Good timekeeping
- Ability to communicate in written and oral form
- Attention to detail
- Ability to demonstrate good customer care
- Experience in a similar role is desired
- IT skills – Microsoft Excel, Access and Outlook.
- A willingness to learn
- Must be able to maintain a calm presence in a challenging environment
- Experience working with commercial or domestic gas would be advantageous
- Working construction industry knowledge
- CSCS
- Health and Safety regulations
- Scaffold Inspection
- Working at Heights
- SSSTS
- SMSTS
- Manual Handling
- Asbestos Awareness
- Great knowledge of Nat Fed SOR codes

Knowledge:

- An appreciation for safety in the workplace
- An appreciation for equality and diversity in the workplace

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.

Health and Safety Responsibilities

- Follow Group and company policies and procedures at all times;
- Report any apparent deficiencies in systems of work or equipment provided that may result in failure of service delivery or risk to health and safety or the environment;
- Use all work equipment and personal PPE properly and in accordance with training received;
- Report any issues or training needs to your Line manager and /or via your divisional incident reporting system

Note

This job description is intended to give the post holder an appreciation of the role envisaged for this position and the range of duties undertaken. Specific tasks and objectives will be agreed with the post holder throughout the period of employment. The job description may be varied from time to time by the Company to reflect changes in the post holder's role and/or the needs of the business.

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: