



ROLE PROFILE

POSITION	Response and Minor Planned Supervisor		
TEAM	Responsive and Planned maintenance	LOCATION	Coastline House
VERSION	2.0	LAST UPDATED	December 2018

PURPOSE OF ROLE	To assist management with the delivery of quality maintenance and building services ensuring high levels of customer satisfaction and adherence to sector key performance indicators.
------------------------	---

KEY ACCOUNTABILITIES

1. Identify the appropriate deployment of labour, materials, transport and plant to ensure the smooth day to day operation of responsive and minor planned maintenance works.
2. Ensure that work is carried out with maximum efficiency and effectiveness in accordance with budget, specifications, related Health and Safety legislation, regulation and practices.
3. Support the Company in its mobile working culture and efficiencies including the relevant hardware and software, and provide the necessary coaching support to the operations team.
4. Provide adequate information relating to, work programmes and work instructions to operational staff and effectively manage and develop direct support staff.
5. Provide information reports for performance monitoring systems that support the work of this post holder; and provide performance reports to Management in line with current policy requirements.
6. Conduct technical and Health and Safety site visits.
7. Liaise with the operational team, customers and clients as required and develop client relationships focusing on high levels of customer service.
8. Develop and propose new innovative ideas and ways of working that result in improved working practices and processes that demonstrate greater efficiencies and future outcomes.
9. Organise out of hours staffing Rota for internal and external clients and provide on call support during designated hours.
10. Ensure that all works are carried out in the most cost effective and efficient manner focussing on the delivery of key performance indicator targets.
11. Responsible for ensuring that all quality and customer satisfaction targets are met.
12. Support the Fleet and Plant Manager in responsibility for the care and condition of

company vehicles, plant and equipment in accordance with relevant policies.

13. Attend meetings and prepare progress reports as required by management.

14. Any other duties consistent with the grade and general responsibilities of the post, as may be required from time to time by nature of changes to the business or the need to develop new streams of work.

GENERAL OBLIGATIONS (THIS IS STANDARD FOR ALL ROLES)

1. Represent the Company positively with all customers and business contacts.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the Company's policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Contracts Manager.
- Responsible for Schedulers and Response/Minor Planned Maintenance Operatives.

CONTACTS

Internal

- Directors and Managers of CSL
- Supervisors of CSL
- Administrative and finance support staff as required.
- CHL maintenance and customer service staff.

External

- Customers and potential clients of CSL
- Local Authorities, construction companies, service providers, housing associations etc.

PERSON SPECIFICATION

POSITION	Response/Minor Planned Supervisor		
TEAM	Responsive and planned maintenance	LOCATION	Coastline House
VERSION	1.0	LAST UPDATED	August 2017

QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> • A good basic standard of education. • CSCS Card (Required to obtain once in role if not already held) • SMSTS (Site Manager Safety Training Scheme) qualification 	<ul style="list-style-type: none"> • Health, Safety and environmental qualification. • Construction or maintenance related NVQ 2 level • First Aid Qualification
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Proven experience and sound track record in building maintenance, diagnosing and specifying remedial repair works in residential buildings • Local geographical knowledge. • A sound knowledge of the legal requirements and health and safety requirements when undertaking repair works to residential buildings • Understanding of maintenance schedule of rates • Ability to produce specific risk assessments and method statements 	<ul style="list-style-type: none"> • Understanding of the property maintenance industry and overseeing the day-to-day operations of a residential building repairs team • an understanding of the social housing sector • Ability to evaluate building related specifications and plans.

Job Related skills	<ul style="list-style-type: none"> • Understanding customer needs and translating these into appropriate service and performance. • Coaching and motivational skills focusing on individual performance and team success. • Able to identify opportunities to improve efficiency and value for money • Demonstrable IT skills and an understanding of mobile working IT and the Company's Universal Housing Management system. 	<ul style="list-style-type: none"> • Client / Customer and operative /subcontractors communication and negotiating skills • Project management skills • Commitment to social housing • An understanding of how the service can address equality and diversity • Report writing • Management skills including sound analytical and numerical skills, ability to make sound and evidence-based judgements, able to plan and prioritise work to meet deadlines and targets, able to problem solve, research complex technical issues and make decisions
Personal Skills	<ul style="list-style-type: none"> • Being an effective communicator at all levels with an assertive style but able to listen to and support staff • Personal effectiveness in being an ambassador for CSL and presenting the Company as a desirable provider of services • Effective time management • Good data analysis • Being a flexible problem solver on behalf of clients and customers • Ability to work as part of a team • High standards of professionalism and personal integrity • Commitment to service excellence and customer focus • Able to work under pressure, prioritise workloads and is self motivated • Commitment to equality and diversity 	<ul style="list-style-type: none"> • Strong relationship management skills and able to effectively manage and develop a team

<p>Other</p>	<ul style="list-style-type: none">• Must be prepared to travel to customers, sites, and other agencies, local authorities etc, relevant to job role.• Be prepared to work and provide support outside core office hours.• Full driving license.• Standard Disclosure & Barring Service Check satisfactory to Coastline.	
--------------	--	--