

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Fire Door and U-PVC Supervisor	<b>REF</b>	
<b>TEAM</b>	Response & Minor Planned	<b>LOCATION</b>	Coastline House / On Site / Agile Working
<b>VERSION</b>	1	<b>LAST UPDATED</b>	July 2025

### THE PURPOSE OF THIS ROLE IS TO

Develop and maintain Fire Door compliance through effective delivery of remedial repairs, fire door set replacements and programme of fire door inspection.

Manage U-PVC servicing, maintenance and replacement programmes.

The post holder will be responsible for managing work in progress and providing a high-quality technical support on site to achieve successful programme delivery with high levels of customer satisfaction.

Ensuring that work is carried out maximum efficiency and effectiveness in accordance with specification, budget, health and safety legislation, regulations and approve code of practice.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Identify the appropriate deployment of labour, materials, transport, and plant to ensure the smooth day to day operation of Fire Door and U-PVC Window and Door maintenance programs.
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 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. Manage and develop current Health and Safety practices, ensuring compliance with current Health and Safety legislation, regulations, and best practice.

10. Support the Fleet and Plant Manager in responsibility for the care and condition of company vehicles, plant, and equipment in accordance with relevant policies.

### Person Specification – The Who

#### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest, and accountable
  - Value each other
  - Strive to be the best
- Being an effective communicator at all levels with an assertive style but able to listen to and support staff.
- Being a flexible problem solver on behalf of clients and customers
- Proven experience and sound track record in building maintenance, diagnosing and specifying remedial repair works in residential buildings.
- Ability to produce specific risk assessments and method statements
- A wide understanding of the building industry, including knowledge of materials, trades, methods, and legal requirements.
- Has a full driving licence and a satisfactory DBS check.

**Some experience in the following would be an advantage:**

- Ability to work under pressure and prioritise workload of self and others.
- Experience of working within a construction company.
- Knowledge of Social Housing Management Databases and processes.
- Experience and knowledge of fire door safety, systems, components and compliance documentation.
- Experience of U-PVC windows and door systems and component

### General Obligations – For All Of Us

1. Represent the company positively with all external agencies.
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 health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

## REPORTING

Reports to Contracts Manager

Direct Reports:

- Fire Door Team
- U-PVC Team

## CONTACTS

### Internal

- Colleagues
- Senior Managers and Board
- Managers, Supervisors and Operatives

### External

- Customers
- Clients
- Local planning authority and building control
- Contractors, architects, and designers
- Statutory undertakers
- Technical experts



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