



## ROLE PROFILE

<b>POSITION</b>	<b>DFG Supervisor</b>		
<b>TEAM</b>	DFGs	<b>LOCATION</b>	DFG Sites
<b>VERSION</b>	2.0	<b>LAST UPDATED</b>	June 2021

<b>PURPOSE OF ROLE</b>	To be responsible for the day to day management of sites, ensuring that all works are carried out in a safe and professional manner, resolving day to day matters while maintaining high levels of customer satisfaction and adherence to sector key performance indicators.
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## KEY ACCOUNTABILITIES

1. Ensure that all works are carried out in a safe manner, adhering to all the latest Health & Safety regulations and company policy.
2. Ensure that all the company rules are adhered too.
3. Train and instruct other members of staff by passing along knowledge and skills to assist them in their development.
4. Working in conjunction with the Contracts Manager to implement training plan and identify future training needs.
5. Carry out on tool boxes talks in line with our modular training plan and ensure training records are returned to the office.
6. Ensure that contracts are resourced correctly and that all labour materials, plant and tools are available or on order, hired and off hired as required.
7. Monitoring the day to day workload, liaising regularly with Sub contractors and site operatives to ensure the work is delivered on time to company standards.
8. Keeping the rest of the management team informed of progress, issues and problems.
9. Manage site staff holiday allocation in conjunction with the Contracts Manager.
10. Supervision of all site staff, being the first point of contact for all their welfare needs and disciplinary issues.
11. Ensure that all site paperwork is being completed correctly and returned to the office.
12. Work in conjunction with the Contracts Manager to measure and survey potential / future works and provide adequate information / photographs to ensure that jobs can be priced.
13. Ensure that subcontractors are working in a safe manner, adhering to all the latest Health & Safety regulations and company policy.
14. Ensure in all areas of responsibility that the Company operates professionally, safely

and effectively.

15. To undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

#### 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 Site operatives, Sub contractors

#### 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

<b>POSITION</b>	<b>DFG Supervisor</b>		
<b>TEAM</b>	DFG's	<b>LOCATION</b>	DFG Sites
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QUALITY	ESSENTIAL	DESIRABLE
<b>Education &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Demonstrate behaviours in accordance with Coastline's values:                             <ul style="list-style-type: none"> <li>✓ Put our customers first</li> <li>✓ Be open, honest and accountable</li> <li>✓ Value each other</li> <li>✓ Strive to be the best</li> </ul> </li> <li>• A good basic standard of education.</li> <li>• CSCS Card (Required to obtain once in role if not already held).</li> <li>• SMSTS / SSSTS qualification (Required to obtain once in role if not already held).</li> </ul>	<ul style="list-style-type: none"> <li>• Health, Safety and environmental qualification.</li> <li>• Construction or maintenance related NVQ 2 level</li> <li>• First Aid Qualification</li> <li>• Trade qualified/certified</li> </ul>
<b>Experience, Knowledge and Understanding</b>	<ul style="list-style-type: none"> <li>• Proven experience and sound track record in building maintenance, diagnosing and specifying remedial repair works in residential buildings</li> <li>• A sound knowledge of the legal requirements and health and safety requirements when undertaking repair works to residential buildings</li> <li>• Understanding of maintenance schedule of rates</li> <li>• Plumbing knowledge, NVQ level 2 or above qualification in Plumbing and heating.</li> <li>• Understanding of bathroom replacement, flooring, tiling and multi-skilled works.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the property maintenance industry and overseeing the day-to-day operations of a residential building repairs team</li> <li>• Local geographical knowledge.</li> <li>• An understanding of the social housing sector</li> <li>• Ability to evaluate building related specifications and plans.</li> <li>• Ability to produce specific risk assessments and method statements</li> </ul>

**Job Related skills**

- 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
- Use of plant and equipment
- Ability to complete task specific risk assessments and method statements
- Demonstrable IT skills and an understanding of mobile working IT and the Company's Universal Housing Management system.

- Client / Customer and operative /subcontractors communication and negotiating skills
- Project management skills
- 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, prioritise work, meet deadlines and targets, problem solve and research complex technical issues

<p><b>Personal Skills</b></p>	<ul style="list-style-type: none"> <li>• Being an effective communicator at all levels with an assertive style but able to listen to and support staff</li> <li>• Personal effectiveness in being an ambassador for CSL and presenting the Company as a desirable provider of services</li> <li>• Effective time management</li> <li>• Good data analysis</li> <li>• Being a flexible problem solver on behalf of clients and customers</li> <li>• Ability to work as part of a team</li> <li>• High standards of professionalism and personal integrity</li> <li>• Commitment to service excellence and customer focus</li> <li>• Able to work under pressure, prioritise workloads and is self motivated</li> <li>• Commitment to equality and diversity</li> </ul>	<ul style="list-style-type: none"> <li>• Strong relationship management skills and able to effectively manage and develop a team</li> </ul>
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• Must be prepared to travel to customers, sites, and other agencies, local authorities etc, relevant to job role.</li> <li>• Be prepared to work and provide support outside core office hours.</li> <li>• Full driving licence</li> <li>• Standard Disclosure &amp; Barring Service Check satisfactory to Coastline.</li> </ul>	