

Role Profile – The What, The Where, The How

POSITION	DFG Supervisor		
TEAM	Disabled Facilities Grants	LOCATION	DFG sites
VERSION	1.0	LAST UPDATED	November 2017

THE PURPOSE OF THIS ROLE IS 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.

Specific Accountabilities – The Nitty Gritty

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

1. Ensuring all works are carried out in a safe manner, adhering to all the latest health and safety regulations and company policy.
2. Ensuring company rules are adhered to.
3. Training and instructing 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. Carrying out on toolbox talks in line with our modular training plan and ensure training records are returned to the office.
6. Ensuring 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 subcontractors and site operatives to ensure the work is delivered on time and to company standards.
8. Keeping the rest of the management team informed of progress, issues and problems.
9. Managing site staff holiday allocation in conjunction with the Contracts Manager.
10. Supervising all site staff, being the first point of contact for their welfare needs and disciplinary issues.
11. Ensuring that all site paperwork is being completed correctly and returned to the office.

12. Working in conjunction with the Contracts Manager to measure and survey potential and future works and provide adequate information and photographs to ensure that jobs can be priced.
13. Ensuring that subcontractors are working in a safe manner, adhering to all the latest health and 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 – For All Of Us

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, subcontractors

CONTACTS

Internal

- CSL directors and managers
- CSL supervisors
- 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 – The Who

POSITION	DFG Supervisor		
TEAM	Disabled Facilities Grants	LOCATION	DFG Sites
VERSION	1.0	LAST UPDATED	August 2017

QUALITY	ESSENTIAL	DESIRABLE
<p>Personal Skills:</p>	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline’s values: <ul style="list-style-type: none"> 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 also able to listen to and support staff • Being an effective 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 be 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>Education & Qualifications:</p>	<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 / SSSTS qualification (required to obtain once in role if not already held) 	<ul style="list-style-type: none"> • Health, safety and environmental qualification • Construction or maintenance related NVQ 2 level • First aid qualification • Trade qualified/certified
<p>Experience, Knowledge and Understanding:</p>	<ul style="list-style-type: none"> • Proven experience and sound track record in building maintenance, diagnosing and specifying remedial repair works in residential buildings • 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 	<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 • Local geographical knowledge • An understanding of the social housing sector • Ability to evaluate building related specifications and plans • Ability to produce specific risk assessments and method statements

<p>Job-related skills:</p>	<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 • 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 	<ul style="list-style-type: none"> • Client-customer and operative-subcontractor 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, solve problems and research complex technical issues
<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 licence • Basic DBS check satisfactory to Coastline 	<ul style="list-style-type: none"> •

