

**Role Profile: Supervisor**

**Department: Fareham**

**Location: Fareham**

**Hours: 40 hours per week**

**Salary:** **£41k - £42k per annum**

**Benefits:** **23 Days Holiday, Pension and Life Assurance**

**Who you report to: Contract Manager**

**SUMMARY OF ROLE**

Mountjoy Ltd is contracted to Fareham Borough Council to provide a maintenance and repair service to void properties and ad-hoc improvements to occupied properties plus day-to-day responsive repairs arising throughout normal working hours and occasionally out of hours.

We are seeking a conscientious, enthusiastic, and experienced Supervisor with a can-do attitude and flexible approach. Applicants must have qualifications and relevant experience of Supervising in either the Maintenance or Facilities Management industry. Additional trade qualification at NVQ level or above is required for this role.

You will be accountable for day-to-day reactive repairs and void properties. Managing operatives to carry out their work, so we can deliver the right work at the right time. To audit quality of work and safety of operatives and to price, plan and deliver larger planned works.

You will also need to be flexible, adaptable and prepared to support other maintenance contracts as required when demand dictates.

**KEY RESPONSIBILITIES**

The most important things you will do are:

* Ensure operatives use their vehicles safely. Report accidents and damage when it occurs, keeping the vehicle maintained, clean and tidy. Have suitable van stock, which is being replenished, and that they are using materials and equipment efficiently.
* Escalate to the Contract Manager any serious events or occurrences that need to be addressed urgently, and highlight key issues, trends or issues that could affect service delivery performance longer term if not addressed.
* Be accountable for the jobs you manage, supporting the Operations Centre when pulled upon to deal with technical queries or general issues.
* Scope and survey work such as Voids, Bathrooms and Kitchens providing clear detail so job can be coded up using Schedule of Rates.
* Ensure works that you are accountable for are supervised and monitored through to completion.
* Recruit and induct operatives ensuring they have a professional introduction to the company and contract and ensure the probationary process is effectively managed and completed to a successful outcome for the company.
* Understand each toolbox talk topic and deliver confidently yourself, ensuring that operatives attend when required.
* Treat tenants with respect, demonstrating a courteous manner, escalating if an issue cannot be resolved to the Contract Manager.
* Reinforce the Health and Safety culture by ensuring that company practices and policies are being followed and adhered to by you and others in the field, undertaking documented observations, highlighting issues and trends as they occur.
* Carry out employee investigations, ensuring they are completed in a professional and timely manner.
* Carry out absence management procedures, undertaking return to work interviews, and performance reviews where required.
* Carry out accident incident, and near miss investigations, ensuring these are completed in a professional and timely manner.
* Ensure that you follow and adhere to the Integrated Management Systems, processes and procedures.
* Provide escalation as part of an out of hours service, attending site where requested.
* Embrace the Mountjoy ethos of “Integrity, built-in - doing the right thing even when no one is looking”.

This is not a list of everything you will do. Above all we want you to be flexible and to contribute fully within abilities to enable Mountjoy to achieve its goals so be prepared to do whatever your job requires.

**SKILLS REQUIRED**

* Able to recruit and induct staff ensuring they have a professional introduction to the company and contract.
* Be the technical expert for associated works, providing efficient and effective solutions where required.
* Able to support and coach operatives to achieve the perfect process.
* Able to operate in a changing and evolving environment and enjoy the challenge.
* Possess interpersonal skills and ability to communicate at all levels in a professional manner being able to challenge and be challenged.
* Have an organised approach to work and time management.
* Able to apply a practical approach and solutions to Health & Safety.
* Proficient in MS Office to an intermediate level and the ability to use an IT system for job management understanding how it functions and interacts with other systems.
* Able to record information in the field, identify trends and recurrent issues and put a measure in place to understand the extent of the trend or issue.
* Be a team player by understanding what it is to be part of a team sharing experiences and learning.
* Proactive in identifying your development needs and doing something to overcome them.
* Be able to self-manage and be self-motivated, prioritising work and have a desire to solve problems and eliminate waste.

**KNOWLEDGE REQUIRED**

* Technical building knowledge of working methods, practices, procedures, processes, regulations, and legislation.
* Have knowledge of the materials and methods used in the construction and building maintenance industry.

**QUALIFICATION**

* NVQ or equivalent in trade specific
* SSSTS Health and Safety (Desirable)
* Scaffold Inspector course (Desirable)
* Have a full driving licence.

**EXPERIENCE**

* 5 years’ experience of working in a Building Maintenance environment across multiple trades.
* Managing the delivery of responsive maintenance and repairs and planned works