

Role Profile: Responsive Repairs Supervisor

Department:	Portsmouth City Council
Location:	Portsmouth
Hours:	40 hours
Salary:	£36,000 - £38,902
Benefits:	23 Days Holiday, Pension, Life Assurance and Company Vehicle
Who you report to:	Repairs Manager
Who reports to you:	Operatives

SUMMARY OF ROLE

To succeed in this role, you will need a positive, professional and versatile attitude at all times in a constantly changing and continuously improving environment.

The Company expects high standards of quality, workmanship, health, safety and environmental management and you are responsible for monitoring, managing and supporting its achievement. You will need to use your skills, knowledge, experience and training to ensure “the right work at the right time” is delivered for customers and end users.

You are responsible for monitoring and supervising work delivered in the field by operatives and sub-contractors within Portsmouth City Council’s (PCC) Housing and Corporate Assets stock. As Supervisor you are accountable for ensuring you, and those that you manage, support and supervise follow and comply with Contract and Company processes and procedures.

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

KEY RESPONSIBILITIES

- Support and empower operatives to make decisions so that they achieve the right work at the right time without using you as their default decision maker following the value and enabling steps which are;
 - receive and issue clean information;
 - access to the property;
 - asking for additional repairs;
 - fully diagnosing;
 - placing only one order with our materials service;
 - trying to complete the repair in one visit; and
 - book all required trades and future visits whilst on site to the time and date the tenant requests.
- Manage, measure, and monitor operatives and subcontractors to ensure;
 - the correct process is being followed (value and enabling steps as above);
 - operatives are able to apply PLAN and are empowered to do so;
 - the tenant is pleased with the repair taking place and any issues or concerns are addressed to their satisfaction;

- the quality of service and workmanship is of a high standard;
 - that value for money is being achieved in terms of time taken, materials used, and working methods;
 - work is being affected safely;
 - Sub-contractors work is of a high quality, represents VfM, and that they are working safely.
- Ensure operatives use their vehicle's 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 Lead Supervisor 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 large works such as Task Orders, Quoted works, DFG's, Voids, and Kitchens providing cost estimates in terms of time, materials, plant, programs of works, risk assessments, and method statements, compliant to CDM 2015.
 - Ensure large works that you are accountable for, such as Task Orders, Quoted works, DFG's, Voids, and Kitchens 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 Lead Supervisor.
 - 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".

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 follow the value steps in the achievement of 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 able 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.
- Be comfortable in dealing with all staff to motivate and direct them to assist you in improving the service.

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

- Technical expertise, qualifications or apprenticeship in a trade skill.
- IOSH Managing Safely.
- Construction Skills Certificate Scheme Accreditation (Desirable).
- Have a full driving licence.

EXPERIENCE

- 5 years' experience of working in a Building Maintenance environment.
- 2 years' experience of working in Social Housing environment (preferred).
- Exposure to a Maintenance Contract that has used the Systems Thinking Methodology and Principles to deliver the service (Desirable).
- Demonstrated through your attitude and application that you are a natural leader in the field.