

## Job Description

<b>Job title</b>	Maintenance Team Supervisor
<b>Contract Type</b>	Full Time, Permanent, 37.5 hours a week
<b>Salary</b>	£TBD
<b>Site</b>	Scottow Enterprise Park
<b>Responsible to</b>	Site Manager
<b>Responsible for</b>	Site Team
<b>Effective date</b>	ASAP

### Role and Context

#### Job Purpose

The successful candidate will lead a team of in house maintenance technicians across a large complex site and monitor external contractors.

They will be a multi skilled experienced team leader with an appropriate trade apprenticeship qualification (minimum NVQ level 3) with a minimum of five years post qualification experience. Proven experience of leading a team for a multisite commercial business with responsibility for team productivity, programming, work quality and the ability to problem solve is required.

They will support the Site Operations Team in ensuring that reactive repairs and preventive maintenance is carried out across the site as well as supervising projects. Time will be split 80% on site and 20% conducting various administrative tasks.

In return for your commitment, passion, and drive, we will reward you with the following: -

- Competitive salary.
- 23 days annual leave (excluding bank holidays)
- Company pension scheme – in line with auto enrolment.
- Career progression and personal development opportunities.
- Being part of a “team” as opposed to just being a number.

#### Principal Duties

Responsible for:

Health, Safety and Environment:

- Lead by example setting the highest standards for the Maintenance team and external contractor teams.
- Ensure the Maintenance team have the latest and most current safety information.
- Carry out monthly H&S incident reports, Toolbox talks, safety briefings and identify training requirements.
- Ensure compliance is met on material and waste transfers.

### Supervision and Coordination:

- Manage a team of maintenance technicians, ensuring work is completed to a high standard and within agreed timescales.
- Ensure team members are informed, have clear goals, and work collaboratively and in partnership with outside contractors to achieve planned outcomes.
- Ensure compliance with Health and Safety policies and procedures across the site.
- Evaluate and prioritise maintenance / construction work, ensuring that resources are used effectively.
- Troubleshoot and diagnose maintenance faults, ensuring that issues are resolved within maintenance ticket target response times.
- Develop and maintain effective working relationships with other departments and stakeholders.
- Monitor and report on the performance of maintenance operations, identifying areas for improvement.
- Plan emergency call out rotas and attend site out of hours when required.
- Record information accurately using appropriate systems and provide and communicate timely information to relevant parties.
- Participate in coordination and supervise projects within agreed processes, to ensure consistency of approach and efficient use of resources.
- Ensure work programmes, risk and method statements are prepared in good time to ensure programme flow.
- Agree project plans including scope, key activities, deliverables, resource requirements, milestones, and deadlines.
- Check schedules of work and report on discrepancies / omissions prior to project start.
- Completion of all snags within the relevant time limits ensuring consistent quality of workmanship.
- Attend weekly meetings and update weekly progress.
- Conduct reviews to assess project outcomes and to identify and capture lessons learned to enable continuous improvement within the maintenance team.
- Contribute to the provision of documentation for new or improved processes, products and services and to ensure that good practice is disseminated throughout the maintenance team.
- Monitor inventory of materials and equipment

## Person specification

### Experience and Skills

#### Essential

- Experience of Leading a maintenance team or construction team with responsibility for team productivity, programming, and work quality.
- Relevant technical hands-on field experience in building construction and maintenance.
- Ability to motivate teams to drive performance.
- Attention to detail and ability to evaluate and work in a methodical and logical way, problem solving in a pragmatic and practical way.
- Strong organisational skills.
- Effective interpersonal communication skills.
- Understanding of Health and Safety compliance.
- Understanding of costs and value for money relating to repairs.

- Possess a customer service mindset.
- Possess a systematic and methodical approach.
- Committed to our Health and Safety policies and procedures.
- Excellent time management skills.
- Availability to provide emergency callout cover when on call.

**Desirable:**

- Willingness to undertake continued professional development.
- Hold an IOSH certificate.
- Have experience of KPI monitoring.
- Experience of working on heritage / conservation area sites.
- Experience of supervising grounds maintenance teams.
- Knowledge of fire safety.

**Behaviours**

- Honesty
- Professionalism
- Integrity
- Flexibility
- Accountable
- Proactive
- Pride

**General Information**

- The job description details the main outcomes of the job and will be updated if these outcomes change.
- All work performed/duties undertaken must be carried out in accordance with relevant HIL policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.
- Job holders will be expected to understand what is meant by safeguarding vulnerable groups (children, young people and adults) and how to raise concerns.
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

The information in this job description is accurate and reflects the requirement of the role:

Line Manager: Adam Buckingham

Position: Site Manager

Date: March 2023