

Rykneld Homes Ltd.

Job Description

Division: Property Services **Service:** M&E

Post: Supervisor (Gas)

Post Number: RH056

Responsible To: Gas Compliance Manager

Subordinates: Gas Operatives

Key Accountabilities

- To manage the trade operatives directly employed by RHL within the Gas Team.
 - To be responsible for the operational delivery and commercial viability of the services in this department.
 - Ensure all works undertaken by the trade operatives, sub-contractors and partners fully comply with relevant legislation relating to the installation, servicing and maintenance.
 - Ensure all work is conducted in compliance with the Health & Safety policies, procedures and safe systems of work.
 - You must maintain a presence on site, respond to any queries and to consider any suggestions made by the trade operatives, ensuring that staff are highly motivated and delivering high quality services to tenants.
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Main Duties and Responsibilities

- Management of the workforce, effectively planning work & associated processes and procedures.
- Liaise with the administration department to ensure the smooth operation of the service.
- Setting & monitoring operational targets and achievement of Rykneld Homes performance indicators.
- Assist in the management of the service within pre agreed cost & time parameters.
- Ensure effective communication with tenant and client representatives

- Ensure operational systems are updated in a timely fashion and produce accurate management reports.
- Set SMART objectives, monitor progress and, if, necessary take corrective action and manage the performance of self and others.
- Ensure that all works are recorded, costed and reported to allow accurate accounting.
- To ensure that the services we deliver are Tenant focused and responsive to local needs, demonstrating that encouraging involvement and feedback is an integral part of the service Rykneld Homes provides.
- To operate with our customers in mind at all times, ensuring excellence service is provided and improvements are identified and made.
- Such other duties commensurate with the grading of the post as may be from time to time determined.

Team Supervision

To be directly responsible for all aspects of development and supervision of the Mechanical or Electrical Operatives. This will include:

- Supervision (including Personal Development Reviews).
- Recruitment and selection.
- Training and resourcing.
- Mentoring and staff welfare (including personal development).
- Individual and team discipline.
- Target setting and performance management, work prioritisation.
- Staff and resource deployment.
- Equalities and Diversities in terms of employment and service delivery.
- Adhere to the requirements of the Data Protection Act in respect of confidentiality and disclosure of data
- Health and safety.

Key Contacts

- Tenants and Service Users
- Contractors and their representatives
- Service User Groups
- Rykneld Homes SM'T, Managers and Staff

Person Specification

Personal Skills/ Characteristics	Essential	Desirable
<u>Experience</u>		
<ul style="list-style-type: none"> • Relevant trade background • At least 3 years experience of supervising/managing Operatives • Organising workload / Operational Activity • Planning workload / Operational Activity • Operation of computerised information systems. • Collation of statistical or financial information • Experience of working in a busy environment to tight deadlines • Organisational and analysis skills in terms of prioritising work, effective use of resources • Able to work under pressure, responding flexibly and to tight deadlines • Experience of dealing with service users requiring assistance over the telephone and face to face 	<div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>	<div>✓</div>
<u>Qualifications and Training</u>		
<ul style="list-style-type: none"> • Registration with NIC/EIC or Gas Safe • GCSEs or equivalent. • Basic level of numeracy needed to deliver the requirements of the role • IT skills in Microsoft Office Systems 	<div>✓</div> <div>✓</div> <div>✓</div> <div>✓</div>	
<u>Specialist Skills and Knowledge</u>		
<ul style="list-style-type: none"> • Good communication skills, written and oral • Customer Service skills - Must be able to deal effectively with, face to face and telephone enquiries from the public, sometimes under stressful situations 	<div>✓</div> <div>✓</div>	

Personal Skills/ Characteristics	Essential	Desirable
<ul style="list-style-type: none"> • Basic organisation and sound planning skills. • Ability to work on own initiative without close supervision • Ability to work as part of a team • Keyboard skills • Organisational and analysis skills in terms of prioritising work, effective use of resources and evaluating performance • Problem solving skills • IT skills including Microsoft Word 	✓ ✓ ✓ ✓ ✓ ✓	
<u>Personal Qualities</u>		
<ul style="list-style-type: none"> • Commitment to equalities legislation and a good understanding of its relevance to this post. • Commitment to customer care and an understanding of its relevance to this post. 	✓ ✓	
<u>Other Requirements</u>		
<ul style="list-style-type: none"> • Full driving license and access to own vehicle • May on occasion be required to work outside of normal office hours 	✓ ✓	

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.