L&Q Group

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| **Role title** | Caretaking Supervisor | **Date** | April 2019 | | |
| **Reports to Title** | Caretaking Team Leader | **Version** |  | | |
| **DBS Disclosure Required:** | **Yes****Basic** | | |
| **Responsibility for End Results** | | | | | |
| Purpose To supervise the delivery of responsive caretaking services for relevant schemes and estates across the Trust, in line with L&Q standards. | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | ***Time***  ***(%)*** |
| 1. Supervise the team’s day-to-day activities, setting an example by demonstrating the L&Q values and delivering the highest levels of quality and customer service to residents locally. | | | | |  |
| 1. Ensure activities of the team meet team objectives and key performance indicators. Ensure the quality of scheme/estates are effectively managed, e.g. through regular inspection, preventative work and addressing issues. Having a regard for resident satisfaction at all times. | | | | |  |
| 1. Work collaboratively with other Trust teams | | | | |  |
| 1. Maintain excellent relationships with key stakeholders, partners, and residents, acting as the ‘face and voice’ of Trust for residents whilst championing its values at all times. | | | | |  |
| 1. No direct budget responsibility. Maintains stock control. Uses a procurement card for consumables ensuring good value. | | | | |  |
| 1. Ensure compliance of team in respect of governance and adherence to relevant statutory and regulatory provisions. | | | | |  |
| 1. Maintain the necessary relevant Trust records and systems. | | | | |  |
| 1. Manage risks associated with areas under the jobholder’s control. | | | | |  |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | |
| - | | | | |
| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | |
|  | | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | | 4-8 | - |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities:  - | | | | |
| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/skills required to successfully perform the job role; including professional qualifications | | | |
| * Experience of delivering high quality, efficient, resident focused caretaking services | * Experience of supervising a team to deliver quality services and excellent customer service | | |
| * Relationship, client or stakeholder management skills | * Good communication skills, written and verbal | | |
| * Good organisational skills, able to prioritise a demanding workload | * PC Literate | | |
| * Relevant qualification e.g. BICS |  | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination and enthusiasm | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |