

## L&Q Group

Role title	<b>Contract Supervisor</b>	Date	Feb 2016
Reports to Title	Maintenance Team Manager	Version	3
DBS Disclosure Required:	No		
Responsibility for End Results			
<b>Purpose:</b> To ensure that the Trust's properties are properly maintained in accordance with L&Q's business/work processes and management systems in order to identify maintenance requirements, including reviews and agreement with external contractors if or where applicable.			
Key Responsibilities / Deliverables:			
<b>Main Accountabilities:</b> List 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%.			<i>Time (%)</i>
1. Leadership and management including customer service/ values Contribute to the Direct Maintenance team's achievement of its objectives, whilst operating in line with the L&Q values, Health and Safety legislation, and delivering the highest levels of quality and customer service to residents in their homes.			15
2. Strategy/ achieving objectives Manage the inspection, maintenance and repair of properties in order to ensure that properties are repaired/ maintained with a first time fix approach (reactive) within targets. To supervise and manage on a day to day basis contractors to ensure that they deliver a first class service to its L&Q customers. Carry out surveys of properties with reports and remedial works as necessary, prepare work specifications and obtain quotes where necessary for reactive work to be carried out by contractors. Achieve agreed performance targets for the management and monitoring of reactive day to day works for contractors.			25
3. Working with others - internal To supervise and manage on a day to day basis Customer Liaison Officer(s) to ensure all matters relating to customer care are dealt with in line with the Trust's values.			10
4. Working with others – external To deal with all job enquiries and complaints relating to the work carried out by contractors. Conduct monthly reviews with contractors to include KPI performance for customer satisfaction, job completion, appointment keeping, average job cost, variation level, etc. Ensure work is allocated to the appropriate contractor when either there are peaks in workload or the work is of a specialist type and cannot be carried out by Technicians. Work collaboratively with other Trust teams/stakeholders and residents to ensure the effective delivery of the day to day in house maintenance service.			15
5. Budgetary responsibility Authorise spends up to agreed levels whilst maximising cost effectiveness and having regard for financial strength. To review all invoices and variation requests submitted by contractors for payment, adhering to the internal authorisation and invoicing targets and processes. Contribute to the development and implementation of cost-cutting corporate targets and initiatives, in line with L&Q's values and 'One Team' philosophy.			15
6. Compliance Ensure own compliance in respect of governance and adherence to relevant statutory and regulatory provisions.			5
7. Records and systems Maintain the necessary relevant Trust record and management systems. Manage the subcontractor mailbox, allocating work orders, responding to queries and managing spend.			10
8. Risks Manage risks associated with areas under the jobholder's control.			5
<b>Financial Responsibility:</b> Enter below any revenue, operating or capital budgets for which the role is accountable. Small amounts up to spending level ( <b>£250 per Reactive job</b> )			
<b>People Responsibility:</b> (Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range).			
	<i>Direct Reports</i>	<i>Indirect Reports</i>	
Total Employees	1-3	0	
Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities: As and when required to participate in the training of apprentices, trainees etc			
<b>Knowledge, Skills and Abilities</b> Describe the knowledge, skills and abilities required for the job. Include the need for any academic, vocational or professional qualifications			

Demonstrable experience of working and delivering high quality, efficient building/estates/housing maintenance services – <b>Essential</b>
Able to work collaboratively with others to ensure delivery of services/activities against defined objectives in a demanding customer facing environment - <b>Essential</b>
Commercial and Financial acumen <b>Desirable</b>
Effective relationship/client or stakeholder management – <b>Essential</b>
Effective communication (written & Verbal) & influencing skills – <b>Essential</b>
Problem solving skills and attention to detail - <b>Essential</b>
Able to plan and manage time effectively and planning skills and able to deliver results through people against demanding objectives – <b>Essential</b>
Able to supervise and motivate others – <b>Essential</b>
HND or relevant qualification or equivalent experience – <b>Desirable</b>

<b>L&amp;Q Values</b>
These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions.
<b>People</b>
<ul style="list-style-type: none"> <li>• We care about the happiness and wellbeing of our customers and employees</li> </ul>
<b>Passion</b>
<ul style="list-style-type: none"> <li>• We approach everything with energy, drive, determination and enthusiasm</li> </ul>
<b>Inclusion</b>
<ul style="list-style-type: none"> <li>• We draw strength from our differences and work collaboratively</li> </ul>
<b>Responsibility</b>
<ul style="list-style-type: none"> <li>• We own problems and deliver effective, lasting solutions</li> </ul>
<b>Impact</b>
<ul style="list-style-type: none"> <li>• We measure what we do by the difference we make</li> </ul>
<b>Other</b>
<ul style="list-style-type: none"> <li>• Commit to supporting L&amp;Q's environmental policy and social mission</li> <li>• I will comply with all L&amp;Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks</li> </ul>