



## Job Description

<b>Job Title:</b>	Support Team Supervisor
<b>Grade:</b>	Grade 6
<b>Section:</b>	Technical Services
<b>Reports to:</b>	Support Team Manager
<b>Responsible for:</b>	Support Officers

### The Job

Is to:

- provide comprehensive support service to a specific functional area within the Technical Services directorate;
- be responsible for monitoring performance and job costing; and
- ensure that all works are carried out in accordance with legislation, financial regulations, the delegation framework, procurement regulations, WDH customer care, policies and procedure, good/best practice and specified time constraints when applicable.

### The Bigger Picture

You will:

- help Technical Services Managers plan and deliver workload and resource;
- develop cyclical works schemes and ensure this work is delivered in accordance with health and safety requirements and time, cost and quality criteria;
- ensure work is planned efficiently, planning & despatch processes are lean and fit for purpose and help ensure the service delivers value for money;
- attend and fully participate in team meetings as required and generate and provide the relevant meeting information;
- be the point of contact for the service area with regard to IT Systems, and the development of the same to meet business needs, including providing regular System Information Analysis and reports;
- instigate, generate, develop, monitor and report on required systems/databases as requested, including 'specialist projects';

- plan, co-ordinate and help ensure that estimates are generated for 'WDH Solutions' works as required, that works are planned and that invoices are generated and paid through monitoring and after service customer care;
- actively participate and assist throughout the service area as required with regard to the development of systems, individuals and workload;
- support the Technical Services Managers as required;
- take part and fully participate in WDH development / project groups when requested; and
- undertake any other duties commensurate with the overall purpose of the job and the grade.

## The Day to Day

You will:

- actively participate in and engage with tenants in the generation of tenant friendly user information based on the components and equipment installed, including site instruction if required;
- manage, appraise and lead a small team of support officers, forecasting, scheduling, allocating and completing works across the service area;
- be responsible for issuing and monitoring of work, progress to date by direct labour and subcontractors and provide regular information on performance to senior management;
- be responsible for dealing with telephone enquiries, signposting these where necessary, and taking comprehensive messages for colleagues in accordance with the Customer Care policy and procedures;
- be responsible for making informed decisions regarding performance management and referring any problems to the appropriate senior officer;
- be responsible for raising purchase orders for goods and then checking invoices prior to timely payment;
- be responsible for providing statistical information as required, to monitor performance management;
- promote health and safety awareness and ensure a safe working environment, in line with WDH's policy at all times;
- assist in the implementation of appropriate changes in policies and procedures;
- be an effective team member and contribute to the smooth running of the office both in terms of its efficiency and environment;
- help to develop team plans and to assist in their successful completion including the monitoring of completed Appraisals and MSM for the team;
- authorise payments for purchases and payment of subcontractors;
- ensure that all jobs are monitored and progressed appropriately with good housekeeping as necessary on the business IT systems;
- assist in the development of efficient systems and processes to ensure sound management systems are in place that support delivery of WDH's business plan;

- ensure that all material and sub-contractor purchases are entered onto the IT system against the correct job / works number, to monitor material costs and market test where required;
- liaise with suppliers and contractors when required to ensure the prompt scheduled delivery of materials and services;
- ensure that all works delivered are in compliance with the WDH Customer Care Policy, liaise and be a point of contact for tenants if required contractually;
- actively participate in and engage with tenants in the generation of tenant friendly user information based on the components and equipment installed, including site instruction if required; and
- be an active member of the Team in evaluating current performance, propose, implement and monitor change in accordance with business need.

### **Personal Contacts:**

**Internal:** WDH employees at all levels of the organisation.

**External:** Stakeholders / Tenants, Suppliers, Manufacturers, Contractors / Sub-Contractors, Specialist Contractors, Statutory Bodies, Design Consultants, and so on.

## The Person Specification

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

<b>Personal Skill Characteristics</b>	<b>Essential (Tick)</b>	<b>Desirable (Tick)</b>	<b>Method of Assessment (Code list below)</b>
<b>Qualifications and Training</b>			
A qualification at Level 3 of the Regulated Qualifications Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent.	✓		AF/CQ
<b>Determination</b>			
Ability to present information in a clear concise manner.	✓		AF/I
Able to identify continuous service improvements	✓		AF/I
Contributes and works as part of a team to deliver excellent customer services and achieve targets.	✓		AF/I
<b>Nous</b>			
Experience in a leading a team in a fast paced environment;	✓		AF/I
Significant experience in the operation of an IT management system.	✓		AF/I
Knowledge and practical experience of using IT systems including significant experience of using Microsoft Office and Excel	✓		AF/I
Significant experience in a Construction environment with Project / Contract Management experience.		✓	AF/I
Knowledge and understanding of Health and Safety within Technical Services		✓	AF/I
Knowledge and understanding of the challenges facing the delivery of customer focused Services in the Housing Sector.		✓	AF/I

<b>Attitude</b>			
Experience of a customer focused service delivery, including tenant liaison.	✓		AF/I
Flexible approach to managing workloads to support business need.	✓		AF/I
Evidence of effective communication skills with employees, suppliers, tenants and managers at all levels.	✓		AF/I

<b>Additional Requirements of the Role</b>			
The post holder must hold a valid, UK driving license with the ability to travel throughout the district and to other locations as required by the business.	✓		AF/CQ
The post holder may be required to work outside normal office hours on occasion and have a flexible approach to hours of work.	✓		I
Willingness and ability to undertake and complete any necessary training	✓		I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification