



Role Profile

Role title	Response Supervisor
Business Division	Corserv Facilities
Grade	CFL11
Reports to (role title)	Response Manager
Version	1.1
Job code	000164

Approving Manager	Al Hoare
Approving Business Divisional Head	Al Hoare
Approving Director	Al Hoare
Date	August 2021

If you would like this information in another format, please contact:

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A CORNWALL
COUNCIL COMPANY

Role purpose

To supervise operational delivery of repairs and maintenance services which will include:

- ensuring the health, safety and wellbeing of staff at all times
- ensuring service delivery complies with all working standards and directives whilst driving performance management and efficiency
- directing works and making decisions relative to the carrying out of duties to ensure the safe and timely delivery of improvement and maintenance services for the business.
- supporting the Response Manager in pricing and quantifying works
- ensuring that the business meets its delivery plan objectives and that a safe, high quality, efficient and effective service is provided to our customers.

Dimensions

Annual financial accountability

none

Direct accountability for the following roles

Circa 10 x single and/or multi skilled operatives and/or apprentices

Total number of employees that report to the role (directly and indirectly)

c10 x direct plus cover for other Supervisors' reports in absence

Accountabilities

- To deliver a maintenance and reactive repair service for Corserv Facilities
- The role will manage the day to day supervision of works across a range of premises and clients.
- To determine the appropriate levels of labour, materials and plant required to undertake each task in the most efficient and economic manner and meet agreed profit targets.
- To liaise with the client to obtain and programme the appropriate labour for individual works arising from a reactive call.
- To work closely with The Hub to ensure efficiencies and maximum productivity is achieved in accordance with the contract and in the best interests for Corserv Facilities
- To ensure that all workers and sub-contractors are suitably trained, competent and certificated in line with Corserv Facilities and required Minor Works and CDM Regulations.
- To ensure that work is completed in full accordance with current regulation, to client requirements and meeting principal contract specifications.
- Where required, sign off of technician's timesheets, ensuring accuracy and identifying potential efficiencies
- Carry out Two (2) Monthly Toolbox Talks and business essential Toolbox talks when required.
- Carry out fortnightly vehicle inspections to ensure safety and cleanliness of all vehicles.
- Ensure a clear cab policy is enforced with all operatives and supervisors.
- To train, upskill and support staff to further develop the business through succession planning
- To ensure all work is undertaken in accordance with current standards of practice and meeting and exceeding required quality and Health and Safety requirements.
- To ensure the timely attribution of costs to ensure accurate and timely invoicing.
- To ensure that all operatives are fully trained on PDA usage and full SOR cost recovery is accurately recovered on any work stream and ensure that costs are accurate.
- To ensure that all PDA's are used in the correct manor and that PDA's are opened and closed as per the operating procedure for total mobile (TM) and to provide training to operatives that require assistance in carrying out this function.
- To adhere to relevant Health and Safety legislation and take an active role in developing and improving standards.
- To facilitate the valuations/certification processes carried for the works completed and to liaise with Administrative Support and Billing to ensure all tasks are billed promptly, without error and adverse financial impact to CORSERV FACILITIES.
- To provide feedback to the Contract Manager or Property Manager to assist in Business development of new and existing customers

- To be aware of and adhere to applicable rules, regulations, legislation and procedures e.g. CORSERV FACILITIES (Equal Opportunities Policy/Code of Conduct), national legislation (Health and Safety, Data Protection).
- To maintain confidentiality of information acquired in the course of undertaking duties for the Business.
- To be responsible for your own continuing self-development, undertaking training as required.
- To undertake other duties appropriate to the grading of the posts required.
- To ensure Four (4) Site based CDM inspections are carried out on operatives to ensure that all PPE and safety equipment is utilised as required by Corserv health and safety policies and procedures and recorded on Corserv IT systems in the appropriate files for Audit purposes.
- To ensure that all COVID-19 Inspections are carried out on all operatives and recorded on Corserv IT systems in the appropriate files for Audit purposes.
- To ensure that all contractors and sub-contractors are monitored against CDM and provide CDM spot checks including COVID-19 spot checks on any work streams that are being carried out on behalf of Corserv. Also ensuring they are entered on to the IT system in the correct folder for Audit purposes.
- To ensure that full post inspections are carried out on all works over £1000 and enter on the Corserv IT system in the appropriate folder for Audit Purposes.

Key objectives for the next 12 months

- To support the operational deployment of the Field Service Management technology platform across all elements of the service
- Develop working relationships and gain a comprehensive understanding of working practices and procedures within the Facilities Property Division and CORSERV FACILITIES.
- To support the Contracts Manager and Property Manager in marketing and developing new customers whilst retaining the existing client base.
- Monitor performance of technicians and drive efficiency through feedback and recommendation of potential improvement in process or policy within the Property Division.
- To contribute to the profitability and commercial success of CORSERV Facilities and the company group by reducing costs and ensuring the successful implementation of all proposed business developments.

Competencies and other requirements

We use the following criteria below to assess your suitability for the role; please refer to the recruitment and selection column to establish at which stage the criteria are assessed.

Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Behavioural Competencies	Recruitment and selection
Making Safety First <ul style="list-style-type: none"> • This is about ensuring safety is at the forefront of everything we do and embedded throughout the business. • Ensure clarity of instruction and briefing of required safe standards for every job. • Lead from the front in demonstrating safe working practices and never 'walking-by'. • Supports team, ensuring all work equipment and PPE is available before work commences • Being open to alternative suggestions on safe working and encourages open communication with team and management 	Interview
Collaborative <ul style="list-style-type: none"> • Working with wider teams and clients to deliver success • Valuing a team approach to projects and challenges within your role • Using group resources effectively to produce results • Be an effective communicator at all times 	
Innovative <ul style="list-style-type: none"> • Seeking opportunities to improve process and embracing new ideas and technology with positive change in mind • Challenging practices where progress is limited 	Interview
Positive <ul style="list-style-type: none"> • Remain optimistic in the face of change and drive forward to support growth and success • Demonstrate a commitment to the group objectives and vision and take actions accordingly 	Interview
Focus on Excellence/Commitment to Quality <ul style="list-style-type: none"> • Deliver value and service to customers, both internally and externally • Ensure quality underpins approach, methods and results • Stay up to date with best practice and align your approach accordingly 	

<ul style="list-style-type: none"> Take a strategic approach towards your work, ensuring it delivers value to the group as well as our customers Consistently deliver results to a high standard Ensure safety is at the centre of your operational approach 	Interview
Trust <ul style="list-style-type: none"> Build brand reputation by honouring agreements, appropriately managing expectations and being open and honest in all interactions Value the knowledge and experience of your teams in delivering a great service Empower your teams to succeed and be empowered to make a positive influence within the group 	Interview
Leadership <ul style="list-style-type: none"> Lead by example at all times and deliver best practices. Support the ongoing development of the Corserve Facilities teams and actively engage in performance improvement behaviours Provide support to inspire commitment for a quality 	Interview

Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes

Knowledge, skills and experience	Recruitment and selection
Relevant trade related professional qualification and/or membership of a relevant professional body	Application Form
Successful and consistent achievement in Reactive Response delivery at a supervisory level in a property related area and a track record of successfully working with external bodies to achieve project specific aims and objectives.	Application Form
Proven experience of developing partnership working, building effective relationships and enhancing the reputation of the business with stakeholders and partners	Application Form Interview
Sound understanding of procurement processes, contracts, Health and Safety and risk management on Minor Works	Application Form Interview
Experience of building relationships with contractors and clients and proven track record to develop his/her team.	Application Form Interview
A successful track record of establishing and sustaining a performance management culture, supported by effective and efficient management information systems	Application Form Interview
Good understanding of financial management plus proven knowledge and experience of health and safety requirements, risk management and principles of Minor Works Management	Application Form Interview
Significant track record of success in building effective teams and leading professional staff (in several disciplines) to achieve works delivery	Application Form Interview
Has excellent demonstrable ability to motivate, support, develop and coach the team or individuals across the business and numerous sites, providing sound and professional advice, guidance and direction	Application Form Interview
Possess or has the ability and willingness to achieve IOSH Managing Safely Award	Application Form Interview
Experience of building relationships with contractors and clients and proven track record to develop his/her team.	Application Form Interview

Other requirements	Recruitment and selection
The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	Application Form
This role has been identified by the organisation as safety critical	YES
This post is subject to overtime (where approved/appropriate)	Yes
This post is subject to the Company's Flexitime Scheme	NO
This post is subject to a criminal records disclosure check	NO