

**Job Description**

**Works Supervisor**

**Who are we?**

Community Gateway Association (CGA) is a not-for-profit community-based housing association set up to meet the housing needs of people in Preston and the surrounding area. We were the first housing association to be based on the Gateway Model, meaning we put tenants at the heart of all we do and involve them in decisions which affect them, their homes, and communities. We are tenant-led, community-focused and pride ourselves on delivering high quality services.

**Our Values**

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| **A logo of handshake in a circle  Description automatically generated** | **WE PUT TENANTS AT THE HEART OF ALL WE DO**  We know, value and respect our tenants, and work with them to make a difference. |
| A pink circle with a thumb up  Description automatically generated | **WE DO THE RIGHT THING**  We act with honesty and integrity, we ask questions and think differently, and do the things that matter. |
| **A blue circle with a notepad with check marks  Description automatically generated** | **WE OWN IT**  We take responsibility for our own actions and we deliver on our promises. |
|  | **WE AIM HIGH**  We are creative and resourceful, constantly seeking improvements to achieve the highest possible standard. |
|  | **WE ARE ONE TEAM**  We value and support each other, build positive relationships, and work together to achieve more. |

**Your role**

The overall purpose of this role is to supervise the on-site delivery of repairs, maintenance and investment work.

The Works Supervisor will have a strong focus on health and safety, improving efficiencies and productivity by supporting and developing our colleagues, and as a result deliver an excellent customer service to internal and external customers. They will undertake inspections and surveys to housing stock ensuring standards and regulatory requirements are fully met and prepare schedules and specifications of work as appropriate to ensure that all properties and assets are well maintained and achieve the Decent Homes Standard.

**Your Team**

This role is part of the Asset Management Team, whose overarching purpose is to deliver efficient, value for money repairs and maintenance services, including grounds maintenance to our customers' properties and communities. Ultimately the team is responsible for ensuring that we meet the Decent Homes Standard and delivering exceptional customer service, making our communities a safe, healthy and enjoyable place to live.

**Your Manager**

This role may work on a range of contracts, reporting to the Service Delivery Manager or Voids Manager.

**Your Key Responsibilities**

* Provide a consistently high standard of customer service to all internal and external customers, ensuring high levels of customer satisfaction are achieved.
* Assist in the delivery of all work activities to specification, reviewing resource, systems, processes and equipment to ensure maximum efficiency and effectiveness of the team, ensuring value for money.
* Support the delivery of high-quality repairs, investment and void services in a cost effective, innovative and safe manner ensuring business KPIs and operational performance targets are delivered.
* Develop and maintain a positive health and safety culture across Asset Management’s trade operations, leading by example and providing coaching mentoring, support and first line supervision of operatives.
* Monitor contractors’ activities on site ensuring that work is completed in line with agreed construction phase plans.
* Gather feedback from colleagues and customers to understand where improvements are required and evaluate the effectiveness of service improvements introduced to ensure increased customer satisfaction.
* Manage and authorise leave requests to ensure effective organisation of labour. Carry out first stage absence management and performance improvement activity in line with CGA’s procedures.
* Organise labour and resources where necessary including liaising with contractors. Collate performance information to support a robust performance management culture.
* Plan scheduled and responsive maintenance tasks ensuring that risk assessments and safe systems of work are in place and communicated to operatives before work starts.
* Carry out pre and post inspection of works where required.
* Co-operating with the managers or any other person in order to ensure that statutory requirements concerning Health and Safety are met.
* Be prepared to act as a mentor to colleagues within the organisation and encourage a learning environment.
* Provide Duty Manager cover on a rota basis with regards technical advice to operatives and on call office staff

The post holder will be required to undertake other duties from time to time which are broadly consistent with the level and responsibilities of the role.

**Corporate Responsibilities**

* To champion the value of tenant empowerment ensuring customers have the opportunities to be actively involved in key decisions affecting them.
* To follow all CGA’s Health and Safety policies and procedures, promoting and ensuring a healthy, safe and secure working environment for all.
* To maintain a climate where diversity is valued and championed, having special regard for the varying needs of different sections of the community.
* To speak out when you see something that is wrong or that we can improve on.
* To maintain confidentiality and adhere to General Data Protection Regulations (GDPR).
* To remain vigilant about cybersecurity and report any concerns.
* To use all resources appropriately and efficiently.
* To attend and positively engage with all mandatory training.
* To always represent Community Gateway in a positive light and uphold our values and behaviours in all activities.

**How your performance will be measured**

* Objectives and targets set in your Annual Check-in (Performance Appraisal)
* Achievement of team Key Performance Indicators
* Delivery of Team Plan objectives
* Customer feedback
* Compliance with HSE measures e.g. WIPs



**Person Specification**

**Works Supervisor**

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|  | **Essential** | **Desirable** |
| **Your Experience and Track Record** |  |  |
| Experience of operating within a similar role | ✓ |  |
| Experience of completing a range of property surveys and scheduling | ✓ |  |
| Experience of supervising operatives / sub-contractors to the completion of the works | ✓ |  |
| Proven track record of delivering service improvements | ✓ |  |
| Experience of managing property activities in social housing |  | ✓ |

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| **Your Skills, Abilities and Knowledge** |  |  |
| A thorough understanding of health and safety practices (including best practice) in a responsive maintenance / construction setting. | ✓ |  |
| Ability to work flexibly as part of a team | ✓ |  |
| Understanding of budget allocation and spend |  | ✓ |
| Ability to communicate effectively with all levels and develop effective relationships | ✓ |  |
| Ability to make sound evidence-based operational decisions | ✓ |  |
| Ability to carry out relevant risk assessments | ✓ |  |
| Good knowledge of IT particularly Microsoft applications and ability to learn new systems | ✓ |  |
| Ability to use initiative to solve problems as they arise | ✓ |  |

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| **Your Qualifications and Training** |  |  |
| GCSE English Language and Maths at grade C /4 or equivalent levels of literacy and numeracy | ✓ |  |
| HNC Building Services / Construction or NVQ L4 in a construction -related subject |  | ✓ |
| Level 3 qualification in a building related subject or a trade qualification |  | ✓ |
| A working knowledge of Decent Homes legislation | ✓ |  |
| IOSH Managing Safely or willingness to achieve on appointment | ✓ |  |
| CITB SSSTS or willingness to achieve on appointment | ✓ |  |
| Chartered Institute of Housing Qualification |  | ✓ |
| A full driving licence and access to a car with business insurance | ✓ |  |

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| **Your Approach to Customer Service** |  |  |
| Demonstrate a positive attitude and an excellent customer focus | ✓ |  |
| Demonstrate excellent interpersonal and customer service skills | ✓ |  |
| Demonstrate understanding and empathy with the needs of diverse groups and individuals | ✓ |  |
| Exceptional listening skills and professional curiosity to really understand what service is required | ✓ |  |

**Values and Behaviours**

Our values guide how we do things here at CGA. We expect all colleagues to demonstrate their commitment to our values and uphold our behaviours in how they carry out their day-to-day work.

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| **DBS check required for the role** (please tick) | | | | |
| None | DBS Basic | DBS Enhanced | DBS Enhanced with Adult Barred | DBS Enhanced with Child Barred |
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| **Employee Signature** |  | **Date** |  |

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