

# Installation Supervisor – Job Description

Function: Installations

Reports to: Operations Manager

## Purpose

As the installation supervisor you will work with your team of installers and planners to ensure we deliver our projects on time, first time, on budget to the highest safety and engineering standards, to customer programmes. Enhancing the customer experience in line with our customer promise.

Working with the installation team, ensuring they have the knowledge and experience to schedule, install and commission all products in line with our Business Plan.

Search for efficiencies in the operations processes to enable us to reduce process times without impacting quality.

## Key Responsibilities

1. By completing product quality audits, ensure that all company products are installed and commissioned in line with the requirements of the Company Health & Safety Policy, Safe Systems of Work and Quality Assurance procedures.
2. Monitoring the compliance of installation staff (including sub-contractors) to the company's Health & Safety policy, via random site safety visits and pre-installation site visits.
  - a. Including correct use of PPE
  - b. Maintain SSoW and Risk Assessments and CPP
  - c. PA Testing, meter calibration, LOLER inspections
  - d. Maintain Vendor Management system for current and new sub-contractors
3. Achieve the company targets on First Fix on Time, Installation Productivity, Site Safety Audits by -
  - a. Maintain customer contact so they are aware of our requirements, so the installations are completed on time in full, first time.
  - b. Ensure we are maximising the productivity of the direct installation resource.
  - c. Ensure we have sufficient installation capacity to enable us to achieve or exceed our budgeted revenue.
4. Support the Installation Planners to coordinate the day-to-day activities. Being responsible for managing delays and resolving issues keeping the customer up to date on progress.
5. To focus the team on the customer's experience so that repeat business is secured and we leave every customer with a positive impression of Stannah.
6. Coordinate activities so that customer complaints are dealt with in a timely manner.

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7. Work with your team and colleagues to continuously improve our processes and practices.

*This list is not exhaustive, and the jobholder will be expected to undertake any duties within their capacity to meet the needs of the business and/or the installation managers function.*

## Skills and Experience

- Ability to plan, prioritise and organise workloads
- Experience of construction based projects
- Experience of managing a remote field based team
- Understanding and awareness of Lifts Directives, Machinery Directive and Building Standards
- Must be able to interpret architect, engineers and OEM drawings
- Good IT skills – Word, Excel, Powerpoint, Outlook, Autocad
- Problem solving techniques

## Personal Attributes and Behaviours

- ✓ Good people management skills
- ✓ Excellent communication skills with the ability to interact at all levels and with different departments
- ✓ Leads by example
- ✓ Calm and effective under pressure
- ✓ Ability to communicate well with people communicating good and bad news
- ✓ Completer finisher – and good at documenting agreements
- ✓ Well organised and will remember to follow things up.
- ✓ 'Can do' attitude.
- ✓ Cool head and patient.
- ✓ Questioning mind and not taking things for granted - not at 'face value'
- ✓ Ability to assert authority when tasks are not or have not been followed up
- ✓ Ability to work effectively both remotely and in the office

## Managerial and Supervisory Responsibility

- 8 People 6 site based 2 office
- Reports to Operations Manager

## Relationships

### Internal

The jobholder will be expected to maintain close and effective personal working relationships at all levels of the organisation. The communication skills required include the ability to communicate technical complex and sensitive information.

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## External

External agencies including suppliers and customers.

### **Education and Qualifications**

- NVQ or equivalent in Supervisory/Management discipline
- Site based qualification (SMSTS, IOSH, NEBOSH)
- Mechanical / Electrical qualification