

Small Works Supervisor

Don't just find a job. Feel it.



You'll oversee property repairs from inspection through to completion. You'll assess repair needs, specify works, manage contractors and monitor quality and compliance, while putting our customers at the heart of what you do.

Connect with what you'll do

In the role you'll:

- ▶ Inspect properties, diagnosing repair issues, and raising or reviewing specifications and schedules of work
- ▶ Coordinate day-to-day operations, supervising contractors and operatives ensuring all works comply with relevant regulations and organisational requirements
- ▶ Plan and allocate jobs, undertaking detailed property inspections and surveys, diagnosing defects, and producing clear specifications
- ▶ Monitor progress on site and carrying out quality inspections to ensure work meets required standards and provides value for money.
- ▶ Manage contractor and in-house performance
- ▶ Ensure compliance with regulations, health and safety standards, and contractual requirements,
- ▶ Ensure projects are completed safely, on time, within budget, and to a high standard Review risk assessments and method statements to ensure safe delivery of work.
- ▶ Respond to enquiries and complaints, keeping our customers informed, and ensuring a high level of satisfaction
- ▶ Work collaboratively with Surveyors, Repairs teams, and other stakeholders
- ▶ Provide technical guidance and support the resolution of complex cases
- ▶ Maintain accurate records and demonstrate a proactive, customer-focused approach, continually seeking opportunities to improve service delivery and outcomes

Connect with how you'll do it

We're looking for someone with experience of:

- ▶ Working in a social housing or residential property environment.
- ▶ Building maintenance and diagnostic techniques
- ▶ Damp and mould diagnosis and management
- ▶ Project management: implementing, delivering and supervising.
- ▶ Working within health and safety legislation.
- ▶ Delivering exceptional standards of customer service.
- ▶ A full driving license

Education:

- ▶ A relevant technical or trade qualification or related subject, or equivalent industry experience

The key behaviours we expect in the role include:

- ▶ Role modelling our values: We know our stuff / We make it happen / We care Demonstrating inclusive behaviours, respecting and embracing difference and listening to other people's unique perspective.
- ▶ Communicating passionately and authentically across different channels, adapting your style and methods to meet the needs of a diverse range of customers and colleagues.
- ▶ Demonstrating great interpersonal skills to build confident, collaborative working relationships with a range of stakeholders including building contractors, suppliers, consultants, health & safety specialists and customers.
- ▶ Being digitally savvy, learning our systems quickly and using them to deliver an amazing customer service experience.
- ▶ Always providing amazing customer service, even under difficult circumstances.
- ▶ Taking pride in being organised so you can work with pace and deliver your promises on time.
- ▶ Being self-motivated and able to work without close supervision.
- ▶ Holding your hands up if you make a mistake, quickly re-focusing to put things right and demonstrating learning so it doesn't happen again