

Role Profile

Role Title:	Trade Apprentice Supervisor
Department:	Operations - Assets
Role Purpose:	Support the effective delivery of the In-House maintenance services ensuring delivery is in a timely, cost effective, customer focused and safe manner in line with budgets and legislative requirements whilst achieving the contract SLAs and KPIs.
Reporting to:	Regional Delivery Manager
Responsible for:	Apprentices, Operatives, Sub-Contractors and self-employed operatives.
Checks:	Basic DBS & Social Media
Role Level:	Frontline Manager

Key Role Responsibilities	<p>Effective management of a multi-disciplined team of Apprentices, Trade Operatives, Electricians, Sub -Contractors and self-employed operatives carrying out responsive repairs, voids maintenance, disrepair, FRA actions, aids and adaptations and special projects.</p> <p>Lead motivate and engage with your team to ensure the delivery of a high-quality repairs and maintenance service and implementing operational objectives including KPIs.</p> <p>Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements.</p> <p>To provide effective service delivery of responsive repairs, void property services, disrepair, FRA remedial actions, property aids and adaptations, structural works and any other special projects.</p> <p>To ensure all completed works comply with the current regulations and legislative requirements</p> <p>Work closely with the wider Midland Heart team to ensure that customers are provided with a seamless service and a high level of customer care in every aspect of the service is delivered.</p> <p>Management and delivery of an effective Out of Hours Emergency Service, including requirement to participate in the on call standby rota.</p> <p>Ensure that where sub- contractors / self- employed operatives work with operational teams that they are managed and monitored effectively, and that the service provided is of high quality and cost</p>
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	<p>effective.</p> <p>Ensure that all relevant certification is provided for all works completed.</p> <p>To represent Midland Heart as required at internal / external meetings / events etc.</p> <p>To undertake any other duties within the scope of the post, as directed by Midland Heart’s management team and on occasions work in other areas of Midland Heart as required.</p> <p>Financial Control and Value for Money</p> <p>Monitor relevant budgets ensuring expenditure is robustly managed in line with Midland Hearts financial controls.</p> <p>To ensure that all spend is managed within the appropriate levels of delegated authority and complies with Midland Heart Standing Orders and Financial Regulations.</p> <p>Staff/Contractor Management.</p> <p>Lead and manage the performance and development of your team providing expertise, coaching and other developmental support as required, ensuring a quality service is provided and performance is dealt with appropriately.</p> <p>Assist with the recruitment process to attract and retain talent.</p> <p>Legal compliance and Health and Safety Management</p> <p>Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements.</p> <p>Customer Involvement</p> <p>Support the involvement of customers within all areas of the maintenance service as defined with the involvement strategy, ensuring service standards are challenged and tested by customers at regular intervals.</p>
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<p>Education, Qualifications and Training</p>	<p>Recognised building related qualification or supervisory site management qualification or equivalent technical level of expertise demonstrated through significant work experience.</p> <p>Full valid driving license.</p>
<p>Knowledge and Experience</p>	<p>Experience</p> <p>Understanding of a direct workforce and multi-disciplinary teams.</p> <p>Excellent technical ability, with good knowledge of the appropriate quality standards, building regulations and planning requirements</p>

	<p>Knowledge</p> <p>Good construction knowledge including health and safety legislation, fire safety, and CDM Regulations</p> <p>Ability to identify building defects and their remedies.</p> <p>Ability to implement change and drive service improvement.</p> <p>Excellent planning, organisational and analytical skills.</p>
<p>Role Specific Skills & Behaviours</p>	<p>A strong leader and motivator of people.</p> <p>Advocate of continuous improvement and new ways of working.</p> <p>Professional approach to all aspects of service delivery.</p> <p>Understanding and commitment to the principles of equality and diversity</p> <p>Resilience in all aspects of management.</p> <p>A "can do" attitude.</p> <p>Team Player.</p> <p>Demonstrable abilities with Word, Excel, Access and Power point.</p>