

MTVH ROLE PROFILE



Date: 18/10/2022

Role Title (External)	Supervisor	Directorate	Property	Location	Midlands / London
Reports To	Contract Manager	Function / Team	Service Delivery - Networks	Geographical Spread	Region
Direct Reports	Team of Operatives	Budget Sign-Off Approval Level	Contributes to departmental, team or individual budget	Suitable for Agile Working Options	Yes ☐ No ☒
DBS Check Required	Yes ☒ No ☐ Yes for DBS check, which level is needed? Basic			Driving Licence	Yes ☒ No ☐
				Insurance check required	Yes ☒ No ☐

The nature of this role means that the post holder will come in to contact with vulnerable adults who access healthcare services. To meet our commitment to providing safe, high quality services to our customers we will complete a basic check with the Disclosure and Barring Service once an offer of employment is made. A new check will be completed every three years.

Overall Responsibility

Responsible for the supervision of a team of operatives, ensuring that the services provided are in line with the KPIs and set strategy and fully compliant with legislative, regulatory, contractual, budgetary and policy constraints. Will deputise for the Contract Manager.

Ensure work complies with current statutory and non-statutory legislation, adhere to the Networks SHE system and ensure that Gas safe and EIC / NIC membership and compliance are maintained. Escalate issues to the Contract Manager as appropriate.

Effective management of all team resources, systems and processes to ensure service delivery with a commercial focus.

Manage the Operatives within the team; drive their performance to meet departmental performance targets. Coach others to promote innovation and creativity. Challenge poor performance and inefficiency. Identify training and development needs and contribute to the Learning and Development plan

Responsible for the ensuring that the services provided are in line with the KPIs and set strategy and fully compliant with legislative, regulatory, contractual, budgetary and policy constraints.

Key Responsibilities and Outcomes

- Ensure work complies with current statutory and non-statutory legislation, adhere to the Networks SHE system and ensure that Gas safe and EIC / NIC membership and compliance are maintained. Escalate issues to the Contract Manager as appropriate.
- Survey, plan, schedule and coordinate work streams, liaising with the client and the internal and external workforce.

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- Delivery of customer service in line with Networks customer service agreement. Ensure that the customer engagement process is followed. Deal with all customer issues, ensuring that they do not progress into complaints. Gather information, investigate and resolve complaints and compliments from customers. Escalate any customer care performance issues to the Contract Manager.
- Effective management of all team resources, systems and processes to ensure service delivery with a commercial focus.
- Analyse and report team performance to the Contract Manager, communicate KPI and other performance information to the team. Manage materials and equipment performance to ensure correct stock levels and supply chain efficiency
- Embed best practice in housing maintenance into Networks and via high performance and cost efficiency, enhance and maintain its reputation to assist in the generation of new business
- Manage the Operatives within the team; drive their performance to meet departmental performance targets. Coach others to promote innovation and creativity. Challenge poor performance and inefficiency. Identify training and development needs and contribute to the Learning and Development plan
- Manage stakeholder relationships, identify and meet customer expectations. Work with customers and colleagues within Metropolitan on the level and quality of service provided and use feedback to shape the service. Adapt services to meet the needs of minority groups and the diversity of our customers.
- Contribute to the development of new processes. Participate on projects and initiatives that help create an independent culture for customers. Feedback lessons learned to stakeholders to promote an evolving and continuously improving business plan
- Recruit, induct, develop and manage the performance of staff to ensure a cohesive, high performing team, providing a consistent service whilst achieving performance targets and service standards

Personal Competencies	Skills / Experience / Knowledge
• Be aligned with the MTVH values – Dare, Care & Collaborate • Be able to adhere to company policies and procedures. • Ability to work with others as part of the team. • Good personal organisation skills and time management. • Good verbal communication skills, speaks clearly and professionally. • Demonstrates commitment to own learning and continuous improvement through learning and development. • Ability to follow instructions and ask questions when knowledge is missing.	• Proven ability to manage Health and Safety implications when putting people to work (e.g. Asbestos, Working at Height and Manual Handling). Able to maintain a working environment that is safe and without risk to health in accordance with the Networks Safety, Health and Environment policy • Previous experience of working within a customer service environment • Experience in delivering a quality repairs service in a partnership working environment • High level of technical knowledge and diagnosis skills in a housing maintenance environment • Working knowledge of SHE regulations including CDM, Asbestos and all other regulations relating to the delivery of building maintenance work • Access to a vehicle for business use and a full driving licence • Proven trade background and qualifications, such as NVQ/City and Guilds apprenticeship Site Safety Management Training Scheme • Institute of Leadership and Management qualification / demonstrable supervisory experience

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| | <ul style="list-style-type: none">• Experience of using database systems (Northgate Housing Management System / Dynamic Resource System) |
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General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organization.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate. Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To comply with MTVH's Health and Safety policies, procedures, and processes and to promote health and safety compliance for all.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.