

Job Description

Job Title	Contract Supervisor (Heating and Renewables)
Department	Services
Location	Field-based throughout Scotland.
Reporting to	Contracts Manager
Key Relationships	Contracts Manager, Project Manager, Services Operations Manager, Operations Director, Admin Department, Customers, Clients, HR and Finance Departments.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Main Duties and Responsibilities:

- Manage and supervise Heating and Renewable Contracts and boiler replacements.
- Survey and plan heating/renewable installations.
- Quality Control of installations.
- Manage installers to deliver programmed jobs.
- Sign off Installations and ensure completion of relevant paperwork and that this is returned to the office.
- Liaise with office administration to update Company database.
- Complete and return weekly report on properties visited and unsuccessful/successful visits.
- To ensure that contracts are delivered in line with budget/target expectations.
- To manage and motivate employees and associated staff to ensure that all contracts are delivered to a high standard and within agreed timescales.
- To develop and establish customer relationships with key clients and their representatives and liaise effectively through both formal and informal meetings.
- To ensure that all matters relating to health & safety are addressed, including ensuring all works are undertaken in a safe manner, and in compliance with all current legislation and regulations.
- Liaise with office administration to update company data base on jobs surveyed, completed, follow up works and ensure installers packs are completed with all documentation compliance received.

Qualifications/Experience required:

- Degree or Graduate Diploma in relevant subject (Desirable, not essential).
- Current gas qualifications CEN1, CENWAT1, CPA1.
- National certificate in plumbing/heating.
- Unvented hot water.
- Water bylaws 2000.
- OFTEC Oil and Renewables Training
- Good communication and influencing skills.
- Accurate recording and reporting of information.

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- Ability to working autonomously.
- Planning and Organising (Scheduling own workload, keeping to reporting deadlines).
- IT skills (desirable as training would be provided).

Skills Required:

- Strong communication and organisational skills
- Meticulous attention to detail.
- Ability to assess situations and develop/implement improvement plans.
- Ability to work effectively at all levels of the Company
- Sufficiently mobile and flexible to attend evening meetings/appointments.
- Excellent negotiation skills.
- Excellent organizational skills, in particular the storing of information pertinent to Contracts

Personal Attributes

- Self-driven, results orientated with a positive outlook, clear focus on customer satisfaction
- Good planner and able to assess own performance.
- Reliable, tolerant, empathetic, team player.
- Sufficiently mobile and flexible to attend evening meets/forums.
- Well-presented and business like.
- Accurate, assertive and articulate, and attention to detail.
- Ability to challenge
- Enthusiastic.
- Adaptable
- Analytical and logical.
- Self-reliant and organized
- Encouraging to others.
- Persuasive

Additional Requirements:

- Disclosure Check
- Full Clean Driving License

What We Offer

- Competitive Salary
- Company van and fuel card for business use
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Sureserve Group Select Car Purchase Scheme
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentice
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.