

Job Description

Job Title	Operations Delivery Supervisor
Department	Insulation
Location	Field based throughout Scotland, Bathgate as head office.
Reporting to	Operations Delivery Manager
Line Manager to	In direct support of the Insulation Operatives/EEGD/IWI Operatives/ Warehouse Store Person
Key Relationships	Operations Director, Operations Delivery Manager, Insulation Operatives/EEGD/IWI Operatives/Insulation Administrators/Services Administrators/ Warehouse Store Person

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.

General Duties/Key Responsibilities:

- Support the Operations Delivery Manager in managing the Insulation Operatives/EEGD/IWI Operatives and Warehouse Store Person.
- Aid with the allocation of resources to complete scheduled works and/or manage clients' expectations.
- Adhering to established measures and KPI's on agreed Service Level Agreements with key clients.
- Work in conjunction with the Operations Delivery Manager and SHEQ Manager to ensure compliance on health and safety procedures.
- Ensure training records for each operative are accurate and up to date.
- Conduct internal training and book external training as and when required.
- Creating a safe and effective working environment.
- Hold regular team meetings.
- Support the performance of operatives thus ensuring successful delivery of scheduled works.
- Manpower planning and resources allocation and aiding the Operations Delivery Manager.
- Inspecting/auditing completed jobs to ensure consistently high standards of work.
- Promoting all aspects of our business.
- Ensuring client satisfaction including exceeding client expectations
- Forecast recruitment needs in conjunction with Operations Manager/HR Department.
- Recruitment staff for the Insulation Department.
- Carry out Investigatory/Disciplinary interviews as and when required.
- Review customer reviews and customer related statistics.
- Prepare, revise and submit reports as requested by Operations Director and Operations Delivery Manager.
- Manage Q- BOT/IWI tasks and inspections
- Overview of company fleet/transport duties, liaising with departments on individual costs of vehicles/ fleet requests
- Overview of stock control and general warehouse operations

Job Description

PERSON SPECIFICATION

Skills and Abilities

- Strong track record of delivering to a very wide range of clients in local authorities, housing associations, commercial and private markets.
- Highly organised with the ability to manage and prioritise a varied workload.
- Ability to take ownership for issues and suggest, negotiate, agree and deliver appropriate solutions.
- Proven experience in a staff management position.
- A self-starting individual with a strong work ethic capable of planning and managing own time effectively. Ability to work using own initiative as well as part of a team.
- Extensive knowledge of manpower planning and organisational delivery.

Qualifications

- Previous Cavity Wall Insulation/Extraction experience is essential (minimum 2 years' experience)
- Experienced in managing/supervising a Field Based team.
- CSCS card
- ACOPs certification desirable
- Previous knowledge experience of TETRA system.

Additional Requirements:

- Disclosure Check
- Full UK Driving License.

What We Offer

- Competitive salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- Generous sick pay
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Company van and fuel card for business purposes
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentices
- 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.