



Job Title: Property Team Leader

Reports to: PTL Manager

ISS Division: ISS Facility Services - Restoration

Location: Site Based

Context:

ISS Facility Services - Restoration provides Disaster Recovery Services to Insurers, Loss Adjusters and B2B clients throughout the UK.

Job Purpose:

The Property Team Leader (PTL) is responsible and accountable to the Property Team Manager (PTM) for the control of the small claim projects and in particular AXA Claims.

Key Responsibilities:

- The Property Team Leader (PTL) will undertake the initial site inspection and report on their findings to enable an assessment report to be prepared. The PTL will then have responsibility of issuing the report to the relevant party.
- The PTL will carry out the scope of works and discuss this with the PTM. The PTL will be responsible for any method statements/asbestos and risk assessments in relation to the project. The PTL will carry out any additional site/processes risk assessments as required.
- They are responsible for the control of all project techniques, paperwork, equipment and resources to achieve the highest quality, most cost effective and technically appropriate results. They must ensure that all necessary inspections and testing of clients' property are performed and that the required quality standard is achieved.
- The PTL will prioritise and co-ordinate all assigned projects and delegate tasks according to subordinates' experience. They will liaise with the PTM /PTA and advise of any restoration anomalies, third party repair requirements, variations to contract, equipment needs, BER items and timescale deviations. Before closing the working file they are to ensure that all the paperwork complies with Management Procedures and System and that all materials & equipment forms have been completed before the working file is passed to the Property Team Administrator (PTA).



- The PTL is to adhere to the Company's Management Procedures, Quality and Health and Safety policies at all times and shall be the formal day to day contact with the customer's representative either whilst on site or undertaking workshop based projects. They are also responsible for the induction, supervision and care of all permanent staff and occasional employees under their control.
- The PTL is responsible for ensuring that a daily timesheet, using Digital Pen & Paper or similar, is completed for each employee under their control by 19:00 every Friday and that it is checked and authorised by both the employee and themselves. The timesheets data is to arrive no later than Monday morning. They must also complete the Central Deployment Diary for accounts to cross reference for Payroll input.
- The PTL shall ensure that they and all employees under their control wear the appropriate company clothing, including PPE. Their conduct shall be exemplary and they will lead by example and ensure that company policy on punctuality, behaviour and smoking is strictly adhered to.
- The PTL may be expected to work and/or supervise within the workshop or site environment for other Branches when workload dictates. This will be on an ad-hoc basis.
- The PTL, when assigned to the workshop and a Workshop Supervisor is not available, is responsible for the smooth running of the stores function, including stock control, material and equipment picking for projects, together with general upkeep of the stores and workshop area. This may involve data entry onto the CRM system.
- Complaints registered directly to a PTL are to be brought to the attention of the Property Team Manager for recording and shall be resolved as quickly as possible.
- The PTL is expected to contribute to the improvement of working methods and procedures of the Quality Management System, Health and Safety Policies and shall ensure that the quality of restoration is of the highest standard.
- The PTL shall ensure that project completion targets are achieved efficiently, including the production of completed project files for invoicing.
- The PTL shall maintain a flexible approach to the role including participation in the 24/7 call out rota and some anti-social working hours.
- The PTL will work from the Regional Office or remotely. However they may be deployed to other regions or overseas projects as the need arises and in agreement with the Property Team Manager.



Qualifications:

- Preferably professional qualification in Fire & Flood Restoration, Electro-Mechanical, Structural or Insurance related qualification.

Experiences:

- Previous experience in a team leader role.

Skills:

- Ability to achieve deadlines, work under pressure and use own initiative.
- Excellent organisational skills and the ability to communicate both written and verbally and work effectively with customers, employees and teams at all levels.
- Be IT literate.

Attributes:

- Must hold a full UK driving licence
- Team leader skills.
- High attention to detail.
- A high level of flexibility and a positive attitude to innovation and change.
- Commitment to the ongoing success of the business.