



Job Description

Job Title: Workshop Supervisor

Reports to: Regional Manager (Project Manager on an individual basis)

Context: ISS Facility Services – Restoration provides damage management and associated services to Private and Public Sector organisations, including Local Authority and Insurance customers. ISS Facility Services – Restoration offers innovative operational and development solutions that have been built using the strong foundation of the ISS organisation.

Main Purpose: The Workshop Supervisor 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 undertaking workshop based projects or on site. They are also responsible for the induction, supervision and care of all permanent employees and casual workers under their control.

Key Responsibilities

- Reporting to the Regional Manager overall and Project Manager on an individual project basis.
- Maintaining a flexible approach to the role including participation in the on call rota and some anti-social working hours (including weekends). There is also a requirement to work away from home as the workload dictates.
- Responsible for the smooth running of the stores function, including stock control, material and equipment picking for projects (and loading onto the back office system), together with general upkeep of the stores and workshop area.
- Working and/or supervising on site when workload dictates. This will be on an ad-hoc basis.
- You will be required to commence the working day with the earliest team leaving the workshop to ensure that they have all the required materials and equipment before leaving the unit.
- Responsible for the upkeep of the asset register and ordering of materials and equipment.
- Responsible for ensuring that the buildings, alarms, emergency lighting, heating, roller shutter doors and security systems are maintained in good condition highlighting any deficiencies to the Regional Manager.
- As the primary key holder you shall be the first point of contact for any out of hours calls regarding the security of the premises.

Business Management

- Responsible for the control of all project techniques, paperwork, equipment and resources to achieve the highest quality, most cost effective and technically appropriate results. You must ensure that all necessary inspection and testing of clients' property is performed and that the required quality standard is achieved. This may involve remote data entry onto the back office system.

- Discuss the scope of the work with the Project Manager, who will provide method statements, assessment report, estimate, timescale plan and risk assessment(s). You will be required to carry out any additional risk assessments as required.
- To prioritise and co-ordinate all assigned projects and delegate tasks according to subordinate's experience.
- To liaise with the relevant Project Manager and advise of any restoration anomalies, third party repair requirements, variations to contract, equipment needs, BER items and timescale deviations.
- Ensure that project completion targets are achieved efficiently, including the production of completed project files for invoicing.
- Ensure that all documentation, whether paper or electronic, complies with Management Procedures and Systems and that all materials & equipment forms are updated in a timely manner and completed (including PAT test certification) before the working file is passed to the Logistics Administrator.
- Ensure that all equipment complies with current operational and safety legislation and regulations and is kept in a clean and serviceable condition.
- Ensure that a daily timesheet, using the appropriate system, is completed for each employee under your control by 19:00 every Friday and that it is checked and authorised by both the employee and themselves. The timesheets are to arrive in the branch no later than Monday 08:30.

Client Relationship

- As the day to day contact you will be expected to build a professional, courteous and regular relationship with the client.
- Ensure client issues are dealt with effectively at the appropriate level.
- Check that all quality matters are being treated in a timely and professional manner as required.
- Attend appropriate client meetings, encourage active improvements and provide feedback to clients.

Employee Engagement

- Manage and provide direction, guidance and support to staff in the provision of all elements of Restoration services, ensuring they are able to carry out their roles efficiently and effectively.
- Create, maintain and enhance effective working relationships with regional staff and all other staff within the Company.
- Team building by active participation and encouragement of staff input.

Health Safety and Environment

- In conjunction with the Health & Safety Manager and Project Managers establish new and maintain safe systems of work.
- Ensure personal compliance and that of your team to the ISS reporting procedure for accidents and near misses.
- Maintain a communication network to raise Health & Safety issues.
- Ensure that Risk Assessments for all tasks are documented, implemented and communicated effectively.
- Assist in the development of a safety culture within the region to establish a secure and safe environment.

Personal

- Develop own Personal Development Plan in line with agreed appraisal, taking responsibility for continued self-improvement.
- Participate and embrace the development opportunities within ISS.

ISS

- Communicate effectively with colleagues within the Business Unit and across the company so that information is disseminated effectively and participate in project groups and meetings as required.
 - Promote the IFS model within the ISS Community.
 - Share best practice.
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Experiences

- Preferably previous experience in a supervisory role.

Skills

- Supervisory 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.
- 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.
- Possess a good standard of IT literacy.

Qualifications

- Preferably professional qualification in Electro-Mechanical, Structural or Insurance related qualification.
- BDMA Tech leading to Senior Tech.
- A full driving licence is required.

Leadership Principle 1 – Level 3

In ISS we put the customer first

We take pride in servicing our chosen customer

We are responsive to customer needs and proactively search for a better understanding of their challenges

We build relationships with our customers

Level 1

- Actively encourages a customer based focus within the team
 - Familiar with service delivery and specification and delivers quality by following procedures
 - Builds relationships in a professional manner
 - Courteous and polite when dealing with customers
 - Meets agreed deadlines and quality specifications and provides timely feedback to customer
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Level 2

- Interprets accurately contractual requirements
 - Manages customer expectations
 - Takes responsibility for developing solutions to customer problems / complaints
 - Identifies areas for improvement and acts upon them
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Level 3

- Recognises constraints on customer and provides solutions
 - Anticipates internal and external issues that may impact on the customer
 - Uses a variety of techniques to encourage the customer to make challenging decisions
 - Highlights the corporate quality agenda and promotes a culture of continuous improvement
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Leadership Principle 2 – Level 1

In ISS we have passion for performance

We take pride in delivering excellent performance and results

We appreciate and celebrate excellent performance and success

We go the extra mile

Level 1

- Effectively communicates objectives, key performance indicators and business progress to the team
- Demonstrates persistence, energy and enthusiasm to overcome obstacles and achieve results
- Considers implications of spend against the budget
- Sets and sticks to realistic timescales and prioritises tasks
- Sees potential problems in advance and takes appropriate action

Leadership Principle 3 – Level 2*In ISS we encourage innovation***We are always open to new ways****We look for opportunities to make improvements to our systems and concepts****We value adaptability and willingness to change**

Level 1

- Open to new ideas
 - Willingly tries new approaches to work issues
 - Responds positively to creative suggestions from others
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Level 2

- Able to identify new and innovative ways of working
 - Willing to take responsibility when change is necessary
 - Lead and encourage change initiatives
 - Actively involves those affected by change in the planning process
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Leadership Principle 4 – Level 2*In ISS we treat people with respect***We consider Health & Safety a top priority****We listen & communicate openly and honestly****We treat people as individuals and are aware that their preferences may differ from our own****We respect the laws of the localities where we operate****We value differences and diversity**

Level 1

- Provides leadership that implements behavioural change to reduce the risk of serious accidents and lower the number of common accidents
 - Displays sensitivity to what people say and how they react
 - Recognises the diversity within the team and utilises these differences to the full
 - Proactively manages compliance with Equality and Diversity policies
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Level 2

- Provides active leadership that implements behavioural change to reduce the risk of serious accidents and lower the number of common accidents
 - Delivers difficult messages in a sensitive and tactful way to both individuals and groups
 - Demonstrates empathy towards people and acts appropriately
 - Uses appropriate process and procedures
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Leadership Principle 5 – Level 2*In ISS we lead by example***We are role models and ambassadors and act accordingly****We make ourselves visible****We are open and honest about the problems we need to manage**

Level 1

- Sets a personal example of commitment and enthusiasm

- Is open and honest in their dealings with other people
 - Tackles difficult situations promptly and tactfully
 - Provides regular, concise and constructive feedback on performance, and agrees appropriate remedial actions
 - Listens actively asking questions and summarising to confirm understanding
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Level 2

- Selects appropriate methods of communication demonstrating clarity and conciseness of communication
 - Inspires and excites others to achieve business objectives
 - Deals confidently with confrontation and settles issues successfully
 - Confident about their proposals and persuades other to follow
 - Adapts personal leadership style to suit the needs of the recipient or situation
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Leadership Principle 6 – Level 2

In ISS we lead by empowerment

We give a license and obligation to act

We are committed to learning from mistakes

We encourage decisions to be made and executed as far down the organisation as possible

Level 1

- Demonstrates full understanding of own role and clearly explains roles and responsibilities to team
 - Take responsibility for own actions and encourage the same in their team
 - Seeks support/advice when issues are outside their level of responsibility/capability
 - Recognises staff for efforts and celebrates success
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Level 2

- Delegates appropriate tasks effectively and correctly
 - Provide support to team when trying something new or different or when faced with difficulties
 - Uses questioning techniques to encourage team members to resolve own problems and make decisions
 - Supports team in analysing why and how a mistake has happened to prevent reoccurrence and to maximize learning.
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Leadership Principle 7 – Level 1

In ISS we develop ourselves and others

We develop by being open and honest about our strengths and weaknesses

We create space for personal development and for people to achieve their potential

We identify stretch and coach talent

We take pride in developing our own successors

Level 1

- Actively creates a personal plan for continuous self development
- Responds positively to feedback and constructive criticism
- Facilitates team development through on the job instruction and coaching
- Conducts induction and appraisal processes effectively

Leadership Principle 8 – Level 3

In ISS teamwork is at the heart of our performance

We build great teams by selecting people with the right abilities and attitudes

We share ideas, knowledge and experience

We take pride in our teams achievements but always put the Company's interest first

Level 1

- Identifies how individual performance contributes towards the Company interest
 - Recognises the need and willingly assists other team members to reach the team goals
 - Takes pride in performance of self, team and Company
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Level 2

- Effectively recruits people with the appropriate skills, abilities and attitudes to fulfill the job roles
 - Uses the group as a resource, recognising team member capabilities to make best use of them.
 - Prioritises tasks to maximize team performance and utilisation of resources
 - Plans and organises self and others to deliver an excellent service
 - Readily shares information while encouraging integrity in handling commercially sensitive material
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Level 3

- Explains complex issues in a logical and appropriate way in order to gain understanding by all levels of the team
 - Converts high level plans into detailed work programmes
 - Inspires multi-disciplinary and cross functional teams
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Leadership Principle 9 – Level 1

*ISS is one Company with shared values,
one brand and one strategy*

We break down silos

We collaborate across borders and businesses

We implement strategies and operate the business in line with the group vision and corporate values

Level 1

- Participates enthusiastically in opportunities to assist other departments to achieve their results
- Ensure Company vision is shared and understood throughout the Company
- Communicates the Company's vision, business strategies and objectives at appropriate level

10. Functional Skills – Level 2 *Demonstrates strong technical/functional knowledge, skills and abilities*

Competencies

Level 1

- Competent in all technical tasks required in the job role
 - Studying towards first level qualification in functional skill where relevant
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Level 2

- Undertakes training on functional skills to others inside and outside of the function
 - Working towards/studying for mid level qualification in functional skill where relevant
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Job Description Changes

This job description will be subject to review and the post holder will be consulted about any proposed changes. It is expected that the Company's Personal Development Plan will provide such an opportunity to discuss any amendments or indeed adaptations to your job description.

Acknowledgement

Post Holder Signature: _____

Print Name: _____

Date: _____

Signed on behalf of ISS: _____

Print Name: _____

Date: _____