

Sykes and Son Ltd

Job Description and Person Specification

Date Effective:	
IMS Reference:	
Job Title	Contract Supervisor – Building Fabric (Maintenance)
Based at	Southeast – Mobile
Reporting to	Contract Manager
Direct Report(s)	5 - 10
Working Relationships:	Colleagues, clients, suppliers
Job Summary:	To provide hands on supervision to ensure that all contracted works is schedule and completed in an efficient and cost-effective manner. To be the point of contact for the internal and external stakeholders associated with the contract.

Key responsibilities and Accountabilities:

1. Ensure successful completion of all reactive and PPM works orders to ensure timely completion and close out, meeting KPI's and SLA's as necessary
2. Ensure client satisfaction levels are at a constantly high level, leading to development of the contract to increase the portfolio/contract responsibilities
3. Respond immediately to equipment breakdowns and reactive work requests
4. Manage client relationship across designated contracts, to include contract meetings and regular updates on work / project progress
5. Supervision of technical staff and sub-contractors
6. Delivery and management of small works and projects associated with the contract deliverables
7. Generating contract reports as required and in support of the contract manager using Site Audit Pro or iAuditor
8. Ensure high standards of Health and Safety at all times, be proficient in Dynamic RAMS
9. Ensure all work carried out to standard required by client
10. Ensure through regular walk rounds that all spaces / plant areas are kept in a clean, tidy and safe condition and equipment is maintained to the highest standard with prompt rectification of any defects found
11. Provide out of hours engineering cover including weekends to support maintenance defects and client requirements with a 4 hour call out response time
12. Ensure company processes and systems are deployed and used correctly on site
13. Conduct all reasonable tasks that are requested to be completed by the company.

Competencies

Competence	Level				
	1 – not required	2 – rarely required	3 – sometimes required	4 – required most of the time	5 – required all the time
Technical	1	2	3	4	5
Communication/Teamwork	1	2	3	4	5
Communication/External Awareness	1	2	3	4	5

Teamwork	1	2	3	4	5
Resource Management	1	2	3	4	5

Personal Attributes/Aptitude/Skills

Personal attributes/aptitude and skills	Essential	Desirable
Qualifications	➤ Relevant C&G/NVQ to Level 3 in relevant building trade	➤ RICS accredited
Education needed for this role	➤ College level, English & Maths (A Level or equiv.)	➤ HNC Building studies
Training needed for this role	➤ IOSH Health and Safety	➤ Working Safely
Experience needed for this role	<ul style="list-style-type: none"> ➤ Minimum of 5 years Supervisory experience ➤ Experience in a FM/BFM maintenance environment ➤ Working to Planned Preventative Maintenance Regimes ➤ Detailed knowledge of Building Fabric Maintenance services ➤ Detailed knowledge of contract commercials (Quoting / P&L management) 	<ul style="list-style-type: none"> ➤ NVQ in Leadership ➤ Experience in the Heritage sector
Personal attributes needed for this role	<ul style="list-style-type: none"> ➤ Ability to work on own initiative ➤ Be proactive ➤ Strong interpersonal skills ➤ A positive attitude ➤ Team oriented ➤ Ability to provide supervision and leadership 	➤
Aptitude needed for this role	<ul style="list-style-type: none"> ➤ Ability to plan and prioritise ➤ Attention to detail and accuracy ➤ Ability to work under pressure 	➤
Skills needed for this role	<ul style="list-style-type: none"> ➤ Good numerical and Literacy skills ➤ Excellent customer Service skills ➤ Good Management skills 	➤

Signed by Managing Director:

Review date:

