

JOB OUTLINE	
JOB TITLE: Supervisor – Work Schedules	JET CODE: 6994
DIVISION: Housing	
SERVICE/BUSINESS UNIT: Property Maintenance	
REPORTING TO: Team Leader - Responsive Repairs	
RESPONSIBLE FOR: Work Schedulers	
JOB PURPOSE: Assist in the delivery of effective and efficient planning and scheduling of the Property Maintenance craft workforce, materials and vehicles, maximising efficiency of service delivery within specific standards and approved budgets and in compliance with the Council's policies and plans with a commitment to achieve best value.	
MAIN DUTIES: Assist trade Supervisors to ensure a continual and sustainable balance of resources against demand, and advise them of potential pressures or oversupply of resources, as and when they arise. Act as System administrator for electronic scheduling, GPS fleet management, mobile platform and related systems, working with suppliers and colleagues in the IT Division to resolve system issues and to implement improvements/updates for such systems. Co-ordinate and deliver staff training on relevant systems and procedures. Responsible for administering a staff rota to ensure that Work Schedulers are always available. Assist the Service Manager-Property Maintenance in the implementation of new policies, procedures and system developments. Configure and administer reports to support Work Schedulers and trade Supervisors in the effective delivery of responsive repairs. Produce system housekeeping reports and delegate housekeeping tasks to relevant staff, ensuring quality control mechanisms are in place to deliver best value in service delivery. Resolve issues relating to the classification, and prioritisation of work instructed and impact on performance reporting, e.g. responsibility, priority, rechargeable, externalisation of works etc, in conjunction with trade Supervisors and others. Assist in the investigation of customer complaints or service failures, and identify resulting area for potential improvement.	

Promote a positive image of Property Maintenance services by providing excellent Customer Care.

Promote the Council's vision and values and a corporate culture that is positive, customer focussed and supports employee engagement to the highest standards.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

Relevant HNC/SVQ3 or equivalent in a relevant discipline **and/or** be able to demonstrate equivalent knowledge, skills and competencies gained through previous experience.

Disclosure Scotland:

This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

Scottish Social Services Council:

None

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	Relevant HNC/SVQ3 or equivalent in a relevant discipline and/or be able to demonstrate equivalent knowledge, skills and competencies gained through previous experience. This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.	
Previous Experience (Paid & Voluntary Work)	Experience of working in an office environment. Experience of supervising staff.	
Knowledge/ Skills /Competencies	Understanding of effective customer care. Effective verbal and written communication skills. Competent user of Microsoft Office Suite such as Word, Excel, Outlook etc. Numeracy and Literacy skills. Effective organisational and time management skills.	Knowledge of related systems, e.g. Orchard or CRM/Lagan. Experience of works programming/electronic scheduling system.
Personal Qualities	Ability to prioritise a varied and complex workload. Ability to use own initiative. Ability to work under pressure and meet deadlines. Ability to work flexibly as part of a team. Ability to manage effective relationships stakeholders with tact and diplomacy.	

	Ability to maintain confidentiality relating sensitive or personal matters. Ability to investigate and resolve problems. Ability to prioritise work under pressure and to meet deadlines. Ability to prioritise a varied workload.	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	