

Role title	Service Supervisor
Department	Operations
Business unit or function	England and Wales Hire
Role reports to	Regional Service Manager / Service Manager / Business Manager
Roles managed	Process Workers / Trade Operatives

Purpose of the role

The role of the Service Supervisor is a hands on, results driven supervisor who has a passion for managing a team, delivering excellent customer service and role models our Company values.

This position plans and allocates work activity at the site of responsibility, overseeing the administration of cost control on a daily basis and input requirements.

In partnership with the Chargehand, this position shall ensure the fitting out /refurbishment of Hire Fleet buildings and ongoing maintenance/ suitability of facilities at the Hire and Service centre. They will ensure all works are undertaken in a structured manner whilst maintaining effective cost control, meeting/improving upon planned costs, working within agreed timescales, adherence to safe working practices at all times and maintaining quality standards.

The Service Supervisor will support management in leading on all aspects of Health and Safety within the area of responsibility and will ensure operational best practice is followed and excellent customer service is delivered at all times.

Working alongside project and commercials teams, the role holder will promote an environment of effective teamwork and communication.

Accountabilities of the role

- Ensure the operations team comply with all legislation, codes of practice, industry guidelines and/or Company procedures/policies relating to Health and Safety.
- Support management of operatives, including recruitment in-line with Portakabin procedures, training, development, performance management, merit reviews and meaningful conversations. Authorisation of Operative payroll and processing as appropriate.
- Ensure that the refurbishment of Portakabin Buildings is to the standard required and costs are within established parameters and budgets. Ensuring that all laid down Quality systems e.g. ISO 9001 are adhered to and workmanship quality adheres to technical specifications in place and divisional standards.
- Organize, administer and monitor the stock control system to ensure a reliable, steady and cost effective supply of materials. Ensuring the effective rotation of fleet available to avoid building deterioration and achieve optimum availability.

- Regularly review, analyse and record costs in order to maximise profitability for area responsible for.
- Ensure sufficient quantity of sub-contract labour is available when required, ensuring that quality standards are maintained, costs controlled and reviewed as appropriate.
- Deputise for the Service Manager in their absence, where applicable.

Competencies, Skills, Qualifications & Experience

Essential attributes are the minimum requirement for a role holder. Without these attributes, the role could not be performed. **Desirable** attributes would enable the candidate to perform more effectively, but they are not critical to the role.

Competency, Technical Skill or Knowledge	Essential	Desirable
Monitors and maintains quality and productivity	X	
Listens, consults others and communicates proactively	X	
Demonstrates Financial Awareness	X	
Produces workable solutions to a range of problems	X	
Manages conflict		X
Adapts interpersonal style to suit different people or situations		X
Qualifications	Essential	Desirable
GCSE or equivalent level of education, including Maths and English	X	
Full UK driving licence.	X	
SMSTS or equivalent	X	
Degree in relevant field of work (or equivalent combined education and work related experience)		X
Previous Experience	Essential	Desirable
Practical operational supervisory experience ideally in construction related roles	X	
Proven experience of managing health and safety within construction working environments.	X	
Demonstrable experience in managing teams	X	
Demonstrate ability to work independently and drive in new initiatives	X	
Demonstrate ability to deliver efficiency improvement and optimisation.	X	

Organisation Chart

Varies by location, typical structure:

