

Role Profile

Role Title:	Service Delivery Supervisor
Department:	Operations – Assets – IHMT
Role Purpose:	Manage the delivery of the In-House maintenance (IHMT) repairs and voids operational support & administration function, ensuring all services are delivered in a timely, cost effective and customer focused manner in accordance with agreed SLAs and KPIs.
Reporting to:	Business Planning and Support Manager
Responsible for:	Service Delivery Coordinators
Checks:	Basic DBS and Social Media Check
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Lead, motivate and engage with the Service Delivery team to ensure operational support services are delivered effectively, supporting the delivery of a high quality repairs & void maintenance service. • Provide administrative support for the contractor workflow management process, financial controls and relationship management of contractors and suppliers to ensure that the supply chain works efficiently and offers value for money. • Responsible for the effective administration and production of In-house productivity information to meet business needs. • Responsible for the production of the teams monthly KPI's and weekly statistics; while providing explanations for any variances, and providing insight into any trends, patterns and actions. • Provide system maintenance and ensure jobs are updated correctly to reflect works completed and are in compliance with KPI's. • Responsible for collating and verifying data for payroll processing in relation to Out of Hours payment. • Provide administrative support in the collection of data to monitor the performance of Trade Operatives, Contractors and
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	<p>the material supply chain.</p> <ul style="list-style-type: none"> • To proactively manage workflow and maximise productivity of the team, through organisation and planning. • Monitor quality of work completed by the team on a monthly basis, addressing any short fall in quality through coaching, training or performance management. • Complete regular process reviews for all tasks completed within the team with the aim of improving team performance and the customer experience. • Ensure individual and team targets are achieved and maintained and action plans set to bring work back into SLA when required. • Filing all documents related to the role. • Support Fleet Management with the collection of driver information to ensure that the business is compliant with all relevant legislation relating to vehicles. • To represent Midland Heart as required at internal and external meetings as appropriate. • To undertake any other duties within the scope of the post, as directed by Midland Heart's management team and on occasions work in other areas of Midland Heart as required. <p>Financial Control and Value for Money</p> <ul style="list-style-type: none"> • To ensure that all spend is managed within the appropriate levels of delegated authority and complies with Midland Heart Standing Orders and Financial Regulations. <p>Colleague Management</p> <ul style="list-style-type: none"> • Lead and manage the performance and development of your team providing expertise, coaching and other developmental support as required, ensuring a quality service is provided and performance is dealt with appropriately. • Responsible for recruitment of the direct team and assisting with the recruitment process to attract and retain talent within the wider Assets and Delivery department.
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	<p>Legal compliance and Health and Safety Management</p> <ul style="list-style-type: none"> Ensure Health and Safety requirements are met in accordance with Midland hearts policy, procedures and statutory requirements.
Education, Qualifications and Training	NVQ 3- 4 in an appropriate discipline or ability to demonstrate suitable work experience necessary for delivering the role.
Knowledge and Experience	<p>Experience in managing and leading teams.</p> <p>Experience in managing the operational & financial processes of a repairs & void service.</p> <p>Can demonstrate the ability to manage and motivate team members to deliver required performance standards.</p> <p>Knowledge of the application of MTC & schedule of rates, preferably the NHF SORs.</p> <p>Analytical mind set and experience of working with repairs & maintenance related software.</p>
Role Specific Skills & Behaviours	<p>A good leader and motivator of people.</p> <p>Advocate of continuous improvement and new ways of working.</p> <p>Professional approach to all aspects of service delivery.</p> <p>Understanding and commitment to the principles of equality and diversity</p> <p>Resilience in all aspects of management.</p> <p>A "can do" attitude.</p> <p>Team Player.</p> <p>Demonstrable abilities with Word, Excel and Power point.</p>