



PERSON SPECIFICATION

JOB TITLE: Property Services Supervisor

DEPARTMENT: Property Services

EDUCATION/ QUALIFICATIONS:

ESSENTIAL	DESIRABLE
Educated to A level or equivalent Level 3 qualification.	Level 4 Ofqual recognised qualification in Housing Management or willingness & ability to study to achieve
Qualification in a relevant building trade to NVQ level 2 or equivalent, or demonstrable relevant knowledge and experience.	NVQ 5 or equivalent level 5 qualification.
Evidence of CPD and prepared to undertake relevant training to further knowledge base	ILM/NVQ Level 3 or equivalent in first line management or equivalent
	IOSH Certificate or equivalent in Health & Safety.
	Up to date and relevant electrical qualifications in line with governing bodies.

KNOWLEDGE AND EXPERIENCE:

ESSENTIAL	DESIRABLE
Experience of effective sub-contractor management.	Experience in seeking competitive quotes to ensure value for money.
Significant knowledge and experience of working in the building and/or property maintenance industry.	Experience of social housing
Demonstrable experience of effective supervision of staff and team building.	Experience of delivering profitable business products and services
Significant knowledge and understanding across multiple trade disciplines.	Experience of delivering service improvements and tackling under performance.
Experience in providing excellent customer service and developing relationships.	Knowledge of IEE wiring regulations (18th edition) and Gas Safety (installation and use) regulations 1998.

Experience of producing detailed work schedules	
Knowledge of CAR 2012 and CDM 2015 regulations	
Able to demonstrate skills and talent to improve services and performance, including complaints management.	
Knowledge of financial management at a scale commensurate to the role	
Up to date knowledge of Health & Safety responsibilities in the workplace and lone working	

SKILLS & ABILITIES:

ESSENTIAL	DESIRABLE
Exudes a positive and welcoming persona.	Entrepreneurial qualities and the judgement and ability to seize appropriate opportunities for the advantage of the Company
Good IT skills.	Overcomes traditional organisational constraints
Good interpersonal and communication skills.	Demonstrates a pro-active understanding of others' agendas
Works in a methodical and systematic manner with a high level of attention to detail, seeing work through to a high quality finish every time	Demonstrates a rapid understanding of newly presented information
Takes responsibility for actions, projects and people and achieving work objectives for team as a whole; tackling demanding goals with enthusiasm.	Use creative methods to perform tasks and bring improvement to processes
Able to judge and manage situations with tact and diplomacy, exhibiting levels of emotional intelligence.	Good risk and opportunity management
Enthusiastic and motivated in developing own knowledge and skills.	Good programme/ project management
Working respectfully with senior management – offering suggestions for improvement and respecting final decisions, supporting their implementation where necessary.	Commercially astute.
Able to work under pressure, meet deadlines and remain calm in high pressure situations	

Ability to transport oneself to various locations	
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MANAGEMENT AND LEADERSHIP OF PEOPLE:

ESSENTIAL	DESIRABLE
Ensures Team members value diversity and takes appropriate action when there is evidence of discrimination or inequality.	Works with team to identify opportunities to learn, both in day-to-day work and also on formal training courses or studies.
The ability to support, mentor and coach front line staff to improve performance, as well as motivate and install unconditional positive regard.	Promotes a no blame culture, learning by mistakes.
Sets appropriate standards of behaviour for self and others and acts as a positive role model in terms of behaviours expected of role	Demonstrates ability to seek out and harness the views and contributions of others and enable people to work collaboratively
Undertakes regular supervision of staff, ensuring effective performance and identifying strengths and development needs in the team.	Facilitates the resolution of conflict between people so that an appropriate way forward is identified