L&Q Group

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| **Role title** | Supervisor | | | | | | | **Date** | | 22.02.24 | |
| **Reports to Title** | Team Leader | | | | | | | **Version** | | 2 | |
| **Grade** | 6 | | | | | | | | | | |
| **Role Persona** | Site Based | | | | | | | | | | |
| **DBS Disclosure Required:** | **Yes** | **Y** | **No** |  | **Standard** |  | **Enhanced** |  | **Enhanced +** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| This role takes ownership for being the driving force on site, role modelling and tutoring teams on the ground to deliver excellence to customers and colleagues. Key responsibilities are to upskill direct reports, foster collaboration with other departments so we are delivering as “one L&Q”, performing quality checks whilst working within the team undertaking service delivery. Always ensuring the L&Q values are evidenced whilst delivering a consistent, reliable, repeatable service. | | | | | | | | | | | |
| **Key Responsibilities / Deliverables:** | | | | | | | | | | | |
| **Main Accountabilities:** List the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%. | | | | | | | | | | | ***Time***  ***(%)*** |
| 1. Leadership and management including customer service/ values.   Monitoring, managing, and supporting the team to deliver excellent customer service.  Modelling behaviours clearly in line with all L&Q values and E&D agendas.  Appreciate and enhance the diversity within the team sharing skills and experience so others may progress.  Ensuring the safety of the team, and of customers receiving services is always prioritised.  Ensuring you are driving a culture where staff can be open about issues that impact their happiness and wellbeing. | | | | | | | | | | | 30% |
| 1. Strategy/ achieving objectives.   Delivering a high-quality service in line with all SLA's effectively meeting all objectives  Ensuring operatives on site within the team are following all safe working systems.  Listening to and acting on customer feedback to improve CSAT in your area.  Effective collaboration with other service areas that prevents silo working to ultimately deliver right first-time solutions that respond efficiently to customer need.  Effective line management of Operatives, driving up standards and delivering on time, within SLA. | | | | | | | | | | | 30% |
| 1. Working with others – internal   Work alongside all neighbourhood teams promoting positive relationships that help to problem solve and increase resident satisfaction.  Seek opportunities to engage with customers inviting feedback that helps to shape delivery that increases CSAT and reduces complaints. | | | | | | | | | | | 10% |
| 1. Working with others – external   Increase collaborative working with other community stakeholders that help us to respond to customer and community need.  Respond to any stakeholder enquiries, signposting as appropriate. | | | | | | | | | | | 5% |
| 1. Budgetary responsibility   Ensuring that all assets, consumables, and time used by the team are used effectively to maximise VfM to the customer and business.  As a credit card holder there will be financial responsibility to procure goods in a responsible way that ensures VfM and that all reconciling duties are adhered to within financial timeframes. | | | | | | | | | | | 5% |
| 1. Compliance   Ensure the safety of customers, and staff within your team, including but not limited to:  Ensuring staff are up to date with all mandatory training requirements.  All goods and products are compliant with regulatory H&S requirements.  All H&S reporting responsibilities are carried out in collaboration with the H&S team.  Work with L&Q’s principle of ‘safeguarding being everyone’s business’ and respond accordingly and in-line with L&Q’s safeguarding policies, should you have concerns about a child or adult at risk.  Embed and promote L&Q’s vision and values throughout the service by ensuring behaviours are in line with policies and procedures.  Ensure working practices always align with L&Q policies and procedures. | | | | | | | | | | | 10% |
| 1. Records and systems   Monitor staff submissions on all paper and digital systems that exist to enhance performance, manage risk, raise standards and improve efficiency. Including but not limited to:  • KPI trackers  • Financial records of transactions/spend  • I-Safe  • I-Learn  • I-Trent/I-People | | | | | | | | | | | 5% |
| 1. Risks   Adhere to all control measures in place that manage compliance with H&S protocols, financial controls, and reputational risk with teams on site, escalating any emerging issues to your line manager. | | | | | | | | | | | 5% |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable. | | | | |
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| **People Responsibility:**  Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range. | | | | |
|  | | | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | | | <10 | 0 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities. | | | | |
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| **Technical Knowledge/Skills** | | | |
| List of technical knowledge/ skills required to successfully perform the job role; including professional qualifications (please note whether it is essential or desirable) | | | |
| * Experience of leading and taking responsibility with ability to develop capacity of individuals by exploring objectives and evaluating progress against targets**- Essential** | * Excellent written and verbal communication over a variety of channels with demonstratable presenting skills and the ability to engage an audience. **- Essential** | | |
| * Relevant practical experience of delivering excellent Customer Service in frontline face to face environment acting in the capacity of a supervisor, whilst providing practical support in delivering operational tasks**-** **Essential** | * Knowledge and experience with CRM, Risk management and Finance systems and competency with MS packages. Demonstrates confidence in communicating through a variety of digital channels. **- Essential** | | |
| * Knowledge of legislative and regulatory H&S compliance requirements for Estate Management and of monitoring compliance. **- Essential** | * Driving Licence. **- Essential** | | |
| * Interpersonal skills with ability to challenge and manage expectations of residents and leaseholders whilst empathetically supporting residents, escalating issues where necessary and appropriate**- Essential** | * Financial responsibility managing spend, and ensuring customers receive VfM by ensuring teams are being efficient with tools, consumables and time. **- Desirable** | | |
| * Ability to engage with service-related working systems, equipment and software and monitor others usage **- Desirable** | * Experience of working responsively with emerging needs with the ability to think clearly in times of stress, especially when formulating a solution to a pressing problem **- Essential** | | |
| * Experience undertaking quality control by performing site inspections that monitor standards and ensure SLA is met- **Essential.** | * Knowledge of Adult and Children Safeguarding principles, types of abuse and systems for reporting concerns. **- Essential** | | |
| **L&Q Values** | | | |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. | | | |
| **People** | | | |
| * We care about the happiness and wellbeing of our customers and employees | | | |
| **Passion** | | | |
| * We approach everything with energy, drive, determination and enthusiasm | | | |
| **Inclusion** | | | |
| * We draw strength from our differences and work collaboratively | | | |
| **Responsibility** | | | |
| * We own problems and deliver effective, lasting solutions | | | |
| **Impact** | | | |
| * We measure what we do by the difference we make | | | |
| **Other** | | | |
| * Commit to supporting L&Q’s environmental policy and social mission * I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks | | | |