

**Job Code:** Team Leader (Supervisor)

**Reporting To:** Project Manager/ Assistant Project Manager

**Purpose:** To be first line the day to day project/ workstream implementation lead. Understand a 'perfect delivery' service and KPIs including; factors influencing profitability and basic budget management, S,H&E management, contract compliance and help maintain excellent customer relationships.

## Value

	KPIs
<ul style="list-style-type: none"> <li>Assess resource requirements and support the management of the day to day activity of service engineers in accordance with the MSPS Perfect Delivery model, ensuring that all team objectives are met within overall time, cost and budget constraints.</li> </ul>	Support in the delivery of gross margin
<ul style="list-style-type: none"> <li>Support the Assistant/ Project Manager in the achievement and delivery of annual and 5 year plans.</li> <li>Set up relevant Administration arrangements for your workstream</li> </ul>	Assist in Maximising contract cash and support in Maintaining debt and WIP levels within contract target levels
<ul style="list-style-type: none"> <li>Support on the Implementation of all our policies, Company and industry standards and initiatives and be aware of contractual compliancy across all projects.</li> </ul>	
<ul style="list-style-type: none"> <li>Lead colleagues on your team to develop best practise and implement change.</li> </ul>	Support in ensuring PPRs are accurate identifying where appropriate budget variance relevant risks and correction plans
<ul style="list-style-type: none"> <li>Support a climate of ideas into innovation and motivate others to act on them.</li> </ul>	
<ul style="list-style-type: none"> <li>Identify risks and protect business reputation.</li> </ul>	Support efficiencies or improved contract performance
<ul style="list-style-type: none"> <li>Assist the Assistant/ Project Manager in ensuring staff and supply chain understand and utilise both client KPIs and our own to maximise value.</li> </ul>	

## Right First Time

	KPIs
<ul style="list-style-type: none"> <li>Know how you can influence performance. Motivate your team to exceed targets.</li> </ul>	Assist in the consistently delivery of 95% conformance on iMS collated measures
<ul style="list-style-type: none"> <li>Support the Assistant/ Project Manager and maximise operational service delivery and productivity to achieve high levels of performance.</li> </ul>	
<ul style="list-style-type: none"> <li>Undertake quality assurance.</li> </ul>	Report on variances to agreed Perfect Delivery measures
<ul style="list-style-type: none"> <li>Assist in the implementation of the MSi (management IT system) in accordance with company policy.</li> </ul>	

<ul style="list-style-type: none"> <li>Ensure regular review team meetings.</li> </ul>	<i>Support the successful implementation of the MSi system</i>
<ul style="list-style-type: none"> <li>Demonstrate the performance of your project through inputting to required reports to the Assistant/ Project Manager.</li> </ul>	
<ul style="list-style-type: none"> <li>Support the Assistant/ Project Manager in the review of costs.</li> </ul>	
<ul style="list-style-type: none"> <li>Support in the review of Perfect Delivery performance across the team.</li> </ul>	
<ul style="list-style-type: none"> <li>Assist in the implementation of both iMS and MSi systems and processes ensuring corrective action is taken when recommended.</li> </ul>	
<ul style="list-style-type: none"> <li>Focus on 'Right First Time' delivery for each task on your workstream.</li> </ul>	
<ul style="list-style-type: none"> <li>Understand and implement solutions in line with the needs of the client and customer.</li> </ul>	

## Customer Recommended

	KPIs
<ul style="list-style-type: none"> <li>Support a partnership ethos with all your clients and customers.</li> </ul>	<i>Agreed % on customer and client satisfaction data</i>
<ul style="list-style-type: none"> <li>Apply Perfect Delivery principles and understand the customer charter, monitoring your team's attainment of Perfect Delivery objectives and KPIs.</li> </ul>	
<ul style="list-style-type: none"> <li>Resolve complaints and acknowledge compliments informing the Assistant/ Project Manager. Implement action plans to address any areas of customer dis-satisfaction.</li> </ul>	<i>Effective monitoring and handling of complaints</i>

## People Promise

	KPIs
<ul style="list-style-type: none"> <li>Be a role model for our 'People Promise' recognising the efforts and achievements of your team demonstrating the honesty and consistency expected of a leader.</li> </ul>	<i>Support the attainment of the Contracts Target for an agreed absence rate</i>
<ul style="list-style-type: none"> <li>Actively participate in the 'Perfect Delivery Passport to Lead Level 1' programme.</li> </ul>	
<ul style="list-style-type: none"> <li>Support Service Engineer reviews against our agreed capability matrices.</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure your team are clear on their roles and responsibilities.</li> </ul>	<i>Assist in the Reduction of staff turnover to agreed target</i>
<ul style="list-style-type: none"> <li>Assist on the attainment of targets for turnover, absence, promotion, diversity, etc.</li> </ul>	<i>100% completion of the team's PDRs</i>
<ul style="list-style-type: none"> <li>Coach, mentor and motivate direct reports, ensuring development needs are identified and that the PDR process is consistently applied across all your team members.</li> </ul>	

<ul style="list-style-type: none"> <li>Understand your responsibilities in maintaining an effective employee relations climate.</li> </ul>	
<ul style="list-style-type: none"> <li>Help Support improvement programmes to improve employee engagement.</li> </ul>	

## Safe

	KPIs
<ul style="list-style-type: none"> <li>Implement HS&amp;E strategy and management system</li> </ul>	<i>Actively participate in the contract performance minimising non-conformances and maximising audits completed. Targeting 95% overall compliance</i>  <i>Actively improve environmental KPIs</i>
<ul style="list-style-type: none"> <li>Apply HS&amp;E policies ensuring effective implementation.</li> </ul>	
<ul style="list-style-type: none"> <li>Ensure your team are accountable for their HS&amp;E responsibilities.</li> </ul>	
<ul style="list-style-type: none"> <li>Implement as reasonably practicable adequate resources to carry out all operations with due regard to HS&amp;E and welfare including competent HSE advice.</li> </ul>	

## Technical Skills and Knowledge

### Safe

### People Promise

### Right First Time

### Value

### Recommended

	Basic	Intermediate	Advanced
Delivery of effective team talks.			
Understanding of key KPI drivers for performance, both ours and clients.			
A flexible, can do attitude driven by the service industry.			
Leadership skills to lead & motivate a range of teams to delivery excellent services to customers in accordance with "Perfect Delivery".			
An understanding of budget management through effective cost control and driving value.			
Knowledge of responsive, cyclical and planned maintenance services and industry best practices.			
Experience of establishing and maintaining effective client relationships			
Experience of developing teams.			
Able to communicate effectively, both verbally, in presentation and in writing, with wide range of people and groups.			
IOSH Accreditation for Managing Safely in Construction.			
Understanding of how to maximise project resources to improve productivity.			