

Job Code: 407 **Site Manager - Refurbishment**

Reporting to: Project Manager

Purpose: To ensure the management of all refurbishment trade operatives within the agreed project areas is controlled and in line with all company H,S&E policy's and current legislative requirements.

Achieving Results

- Manage the operational delivery within agreed budgets, objectives and targets
- Achievement of Service Delivery Cornerstones
- Quality & Cost Control
- Effective Customer Liaison
- Timely completion of defects
- Ensure maximum productivity of sub contract and direct operatives to maximise profitability for the business.
- Develop and maintain good levels of communication with all contract team members and residents.
- Develop good working relationships with client representatives
- Implement Lovell policies, standards and initiatives
- Act as a visible focal point for your operatives & sub contractors
- Motivate your team to deliver excellent results
- Collaborate with the client, industry bodies, other supervisors and colleagues in the area to develop best practise and implement change. Listen to operative feedback and ensure this is fed back to your manager.
- Motivate people by showing you notice everything that goes on and keeping them informed of performance, targets and changes
- Learn from your experiences

Managing the Process

- Manage operational service delivery and productivity through business systems and process to achieve high levels of performance.
- Effective management of operatives, providing support on processes and technical problems raised, ensuring suitable resolution.
- Provide design, technical and regulation support to your work teams and the customer
- To carry out pre, during and post inspections of works completed by operatives and sub contractors to ensure quality standards.
- To ensure operatives and sub contractors complying with Lovell service first principles through site audits.
- To ensure the satisfactory resolution of client and resident issues relating to all aspects of the contract.
- To ensure all works and practises are carried out in accordance with the Lovell LIMS/P+ and Health & Safety policy

- Assist Project Manager to ensure contract is compliant with all Health & Safety matters
- Ensure a customer focused approach to the planning and delivery of service
- Ensure staff understand and utilise our key internal performance drivers/indicators and that these are measured and continuously improved
- Assist with/manage Out of Hour co-ordination, minimising requirement and impact of service
- Ensure LIMS/P+ the Lovell Business Management system is fully adhered to, and ISO registration is maintained
- Produce works programmes for operatives and sub contractors
- Carryout daily inspections of all works in progress to ensure quality, H&S and other project requirements are met
- Pre-inspect all works prior to offering to the client for formal handover
- Ensure that variations to the scope of works are recorded and communicated to the Commercial team to maximise value recovery. Ensure non-recoverable variations are minimised.
- Provide accurate information for and coordinate the Service Delivery data

Service First

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| <ul style="list-style-type: none"> • Develop and maintain productive relationships with the Client & Customers • Ensure all operational staff understand the importance of customer service and adhere to Service First principles at all times • Promote a clear focus on quality assurance, service accessibility and responsiveness, maximising client involvement and feedback • Attend regular (weekly) review meetings with clients to report on performance and service delivery • Promote the profile of Lovell • Ensure Quality Control audits are made available for client reviews |
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Service First

Every individual across the business has a responsibility to work in accordance with the Service First Principles

Health and Safety

All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the Company Health and Safety Policy.

Equality & Diversity

All employees must comply with the Company Equality and Diversity Policy, ensuring that at all times behaviour is fair and non-discriminatory.

Delivering Quality

- Support and guidance in ensuring corrective actions are closed in set timescales
- Deliver technical updates
- Produce works programmes for operatives and sub contractors
- Carryout daily inspections of all works in progress to ensure quality, H&S and other project requirements are met
- Pre-inspect all works prior to offering to the client for formal handover
- Provide accurate information for and coordinate the Service Delivery data
- Manage and provide excellent Housekeeping standards whilst working in and around occupied and void homes
- Manage and provide very safe working practises and conditions whilst working in and around occupied and void homes including PPE, protection and access/egress to and from homes
- Performance manage in accordance with the Lovell HR policy direct reporting staff
- Provide accurate programme performance updates to the project manager, quality control information and general updates
- Facilitate weekly operative and sub contract meetings

Managing People

Monitor and Feedback on Performance

- Carry out annual and interim Performance & Development Reviews
- Control attendance
- Identify and act on performance shortfalls or training requirements that may arise during the year

Comply with Lovell Policy and Employment Legislation, relating to;

- Recruitment
- Induction
- Discipline & Grievance
- Health, Safety and Welfare
- Absence Management

Regularly Communicate

- Carry out daily / weekly / monthly communication with team
- Support and deliver technical updates

Give and Receive Feedback

- Regularly discuss individual and team progress through one-to-one's

Support Learning and Development

- Support staff to enable development in line with their PDP
- Encourage progression towards full professional membership, where appropriate

Technical Skills and Knowledge

	Basic	Intermediate	Advanced
Knowledge of Building Regulations			
Understand structural principles			
Knowledge of good trade practice			
Knowledge of Health and Safety Regulations and best practise			
Ability to scope works and identify and record variations			
Knowledge of LIBMS			
Knowledge of Temporary Works			
Knowledge of Refurbishment			
Ability to manage efficient and effective work streams			
Ability to produce short term programmes			
IT Literacy			
CSCS, Asbestos Aware & SMSTS			

Training Matrix

A training matrix for this role, which includes all the compulsory training which is required, is published on the People Development site on INSITE. Full course descriptions explaining the content of these courses are also available on INSITE.