

Small Works Team Leader: Zonal based

Job Title:	Small Works Team Leader
Department:	Small Works Team
Reporting to:	Zone Building Services Manager
Responsible for (staff):	Technicians (2)
Location:	Field based
General Purpose of Role:	Lead small works team in delivering multiple refurbishment style work streams in support of minor projects: this includes and is not limited to Toilet/Café/PFS Kiosk and Office space refurbishment. To assist the ZBSM in managing Arcus FM cost lines, mentor, upskill and coach the teams to drive continuous improvement and attainment of high quality, safely delivered minor building refurbishment projects across multiple clients.

ACCOUNTABILITIES

- Lead small works team technicians in delivering multiple work streams across client locations.
- Communicate and consult with RBEM's: and client stakeholders on prioritisation of works in meeting Brand and Safety requirements.
- Understand SCS data and requirements: to deliver efficiencies of materials, time invested and workload across Small works Teams...with accurate and invasive scoping details to allow for enhanced project delivery requirements
- Define, and grow, an effective working relationship with ZBSM and HSQE stakeholders to deliver efficient and timely delivery of service provision and legislative requirements in line with client and project scope requirements.
- Support ZBSM with timely and appropriate interventions to ensure efficiency of workload planning.
- Define and agree enhancements to Team RAMs in conjunction with HSQE Business Partners, within any new scope of works, ensure compliance to new process.
- Ensure compliance with all health and safety requirements and adhere to best working practices at all times, undertake spot checks of Fabric Technicians on a Periodic basis.
- Work with Technical Training Manager and Technician Trainers to deliver training/updates for new process/equipment and ways of working.
- Understand relevant HR processes including, Cascade notification of absence, holidays and training needs, talent identification.
- Performance management of small works Technicians in accordance with Arcus Values and Company policy.
- Build a wider business awareness: deputise for the Zone Building Services Manager (where applicable) and at ad hoc Meetings
- Time Track and Budgets: sign off Team working hours and overtime, assist in managing the Arcus budget lines across the 7 cost lines (Expenses/Phone/Materials/Tools/Overtime/Uniform/Fuel).
- Drive continuous improvement in attaining commercial and budgetary targets.
- Compliance with Health & Safety regulations, ensuring timely delivery of TBT's and HSQE updates via relevant media channels.
- Investigate and report in detail any accidents and near misses, engage with HSQE Business Partner on any outcomes and follow up.
- To actively support colleagues and be willing to learn
- To attend training courses as and when necessary to develop your technical knowledge and skills

Do it **SIMPLY**. Do it **WELL**. Do it **WITH PASSION**.

KNOWLEDGE AND SKILLS

- Minimum of 3 years experience in an Arcus FM Technician role or Small Works Team operative role
- Meeting performance criteria: Scored as 'Performing' in the last 3 Reviews
- Experience of working within a customer facing, time pressured environment
- Experience of acting as an Apprentice Mentor/HSQE Technician Champion or Mobilisation Technician
- Experience of managing a multi skilled, field based team to deliver strong productivity and safe output.
- Strong communication skills with an ability to deliver information to a varied audience
- Clean Drivers Licence
- Committed to delivering exceptional customer service
- Actively contributes to the team's targets either individually or by supporting others
- To represent the company in a professional and competent manner at all times and develop a good working relationship with RBEM's, ZBSM, TSM's and other Arcus colleagues and Sainsbury's store teams
- To ensure effective cascade of appropriate Arcus communications, delivering critical corporate and operational updates within your immediate Team, and where required, to the wider Zone Team.
- Be flexible in their approach to working patterns (including weekend and out of hours working) with a strong willingness to learn and self-development.

OTHER FACTORS

- The position is suited to a self-motivated, forward thinking and strong team player, enthusiastic, and committed to delivering the best for our Fabric Technician Teams and the client.
- Proactive – seeks out opportunities for continual learning and self-development
- Trustworthy
- Team worker: generating a strong team ethic
- Diligent and detail conscious
- Committed to delivering exceptional customer service
- Reliable
- Motivated
- Logical in your approach
- Organised
- The post holder must be able to work flexibly, as determined by business requirements

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