

# **EASILIFT LOADING SYSTEMS**

## **DEPARTMENT – Projects**

### ***JOB DESCRIPTION & PERSONAL SPECIFICATION:***

**TITLE:** Project Supervisor

**REPORTS TO:** Operational Manager

### **JOB PURPOSE:**

Carry out site surveys prior to installation and resolve any discrepancies with customers and gain their approval whilst managing day to day queries with the Project Team and other key personnel.

Manage Engineers as well as supervising site based activities to ensure all standards and quality of installations effectively meets the customer specifications. Liaise with customers to ensure deliverable expectations are achieved.

### **KEY RESPONSIBILITIES AND ACCOUNTABILITIES:**

- Be responsible for all pre installation site surveys according to job priority.
- Be responsible for supervising all site based activities and ensure the quality of work from both own and sub-contractor Engineers meets the required standard.
- Establish contact with customer representatives to agree appointment times prior to arrival on site.
- Be responsible for liaising with customers to ensure services meet their requirements, specifications, scheduling, programming, health & safety, environmental etc
- Update and communicate your own activity calendar to the Project Team, Project Planner on a weekly basis,.
- A key aspect of the job is to ensure effective implementation whilst at the same time monitoring and reviewing effective project installation and that full compliance is being adhered to.

- Be responsible for visiting all sites as and when required on a national basis which will require staying away from home for periods of time as the company deems necessary
- During site surveys ensure there is clear work access and that all construction work has been completed prior to commencement of installation activities.
- Be responsible for identifying any discrepancies in the construction work at the interface with products and communicate these to both the customer representative and Project Coordinators prior to leaving the customers site.
- Undertake site measurements and liaise with the Project Team and customers as appropriate.
- After completion of site activities communicate the survey findings to the Project Team prior to installation dates.
- After the site visits the outcomes need to be recorded whether positive or negative including minutes of meetings with customers.
- As and when required deliver product training to customer representatives.
- Ensure that during and post installation quality issues and / or defects are resolved in a timely and professional manner.
- Take full responsibility for managing the activities and personnel and training issues of Engineers and Sub-Contract Engineers
- Be responsible for delivering tool box talks to Engineers and recording outcomes on a minimum monthly basis.
- Be responsible for visiting all sites as and when required on a national basis which will require you to stay away from home for periods of time as the company deems necessary, but not exceeding 5 consecutive nights without prior agreement
- Be responsible for dealing with day to day queries with customers, Sales Engineers, and Installation Engineers
- On an ongoing basis and in line with customer agreement re-schedule, programme and adhere to any relevant changes and ensure these are communicated to the Project Planners as appropriate.
- Attend design meetings at various stages of a project and carry out site surveys as and when necessary.
- Carry out regular quality and safety surveys during and post installation and report the findings back to the Project Team on a regular basis.

- Establish effective relationships with customers and attend / take an active part in relevant project planning meetings to ensure the desired outcomes are being achieved.
- Ensure customer satisfaction of completed work in line with quality issues related to project deliverables.
- Ensure your own conduct and that of your team meets the standards and authorities set out in the Company's Human Resources Policy (Book 14) and also the standards of the Company's Quality Management System
- Carry out any other duties which the company may at any time deem necessary.

**KEY MEASURES:**

- Quality and standards achieved
- Customer service fulfilment
- Completion of project to budget specification and programme adherence

## **PERSONAL SPECIFICATION:**

### **QUALIFICATION / SKILLS:**

#### **Essential:**

- Higher education qualification or equivalent experience.
- Intermediate computer skills (Microsoft Office Word and Excel)
- Quality and compliance skills or experience
- Strong organisational skills, with ability to foster teamwork and collaboration amongst engineers to deliver the desired outcomes.

#### **Desirable:**

- Recognised management skills or experience

### **KNOWLEDGE & EXPERIENCE:**

#### **Essential:**

- Knowledge of undertaking surveys prior to job completion.
- Knowledge of delivering a project against predetermined performance indicators.
- Technically aware and capable of understanding the processes and capabilities of the product
- Adherence to health and safety legislation
- Understanding of management information system
- Client management skills including being tactful, resolute and committed to providing excellent customer service.
- Communication skills: – with client, client service, programming, data processing, IT.
- Understanding of management information systems
- Knowledge of quality standards
- Project management
- Adherence to health and safety legislation
- Manage the activities and personnel issues within the team.

#### **Desirable:**

- Knowledge of the loading systems industry
- Customer service and relationship skills

## **PERSONAL ATTRIBUTES:**

### **Essential:**

- Creative and solution orientated
- Determined and self-motivated
- Energy, enthusiasm and innovative
- Ability to work under pressure to meet deadlines
- Ability to handle complex issues and resolve problems
- Team player
- Excellent communication, documentation and presentation skills,
- Effective listening within all levels
- Problem Solving
- Assertiveness

### **Desirable:**

- Demonstrated service orientation and customer focus aligned to business needs

### **Essential:**

- Higher education qualification or equivalent experience.
- Intermediate IT Skills (Microsoft Office, Word, Excel)
- Strong analytical, process skills to deliver the desired outcomes.
- Proven surveying skills with the ability to manage multiple projects to tight deadlines