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Job Description

1. JOB DETAILS

Job Title: Multi Trade Supervisor

Location: **Livingston**

Salary: £38,587.50

Responsible To: Operations Manager

Responsible For: Supervisory responsibility for trade operatives

2. JOB PURPOSE

Responsible for supervising and coordinating multi-trade operatives within AEL, ensuring the consistent delivery of high-quality maintenance and repair services across housing properties. The role ensures works are carried out safely, efficiently and within agreed timescales, supporting operational goals and effective asset management.

3. KEY RESULT AREAS

3.1 Principial Duties & Responsibilities

- Lead day-to-day supervision and coordination of multi-trade activities across housing repairs, prioritising and allocating work orders within established procedures to meet agreed timescales.
- Perform advanced joinery, alongside painting, decorating, minor plumbing and minor electrical tasks, to deliver high-quality workmanship and first-time fixes.
- Inspect occupied and void properties to diagnose routine defects and scope works against known criteria, raising variations and escalating unusual or complex matters for decision.
- Apply health and safety procedures by conducting dynamic risk assessments, delivering toolbox talks and monitoring site practices to maintain compliance and safe working conditions.
- Coordinate with planners/schedulers, stores and related internal teams to sequence tasks and manage multiple jobs concurrently, reducing downtime and improving completion rates.
- Communicate with tenants and representatives, tailoring explanations of works and resolving routine concerns promptly to support positive customer satisfaction outcomes.
- Monitor quality and workmanship through in-progress and post-completion checks, documenting outcomes and making adaptive improvements to techniques and methods where appropriate.
- Maintain accurate records in housing and finance systems, including labour, materials, photographs and job status updates, to support cost value reconciliation, programme reporting and audit requirements.

- Safeguard vehicles, tools, plant and materials, organising safe storage and handling in varied and sometimes hazardous environments to protect assets and maintain productivity.
- Contribute to planning and programming of current and forthcoming works within agreed guidelines, providing information for pre-start, progress and review meetings to aid coordination across the service.
- Undertake any other duties as reasonably required to support the organisation.

3.2 Key Relationships – Internal & External

- AEL Operatives
- Almond Housing Association client representatives
- Tenants
- Approved contractors and specialist subcontractors
- Suppliers and merchants
- Building control/compliance inspectors

3.3 Health & Safety

- Ensure that Health and Safety guidelines and fire regulations are strictly adhered to.
- Comply with safe working practices as defined by Almond Enterprises LTD.
- Complete training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- Report any accidents, incidents or near misses as soon as reasonably practicable.

3.4 General

- Be aware of and adhere to Almond Enterprises LTD policies at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Almond Enterprises LTD departments to achieve good outcomes for our residents, applicants, colleagues, and contractors.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business.

3.5 Other

- Apply the Almond Enterprises LTD and behaviours to every aspect of the role at all times
- Protect and enhance the interests and reputation of Almond Housing internally and externally.

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Multi Trade Supervisor

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	COSH and IOSH qualifications	
Experience	Significant experience of supervising and coordinating multi-trade operatives, prioritising and allocating work to meet agreed timescales and supporting the day-to-day development of trainees. Demonstrable experience of inspecting occupied and void properties to diagnose routine defects, scope works against known criteria and maintain accurate records in housing and finance systems. Significant experience of performing advanced joinery as the core trade and completing routine painting, minor plumbing and minor electrical tasks to achieve high-quality first-time fixes. Demonstrable experience of managing sensitive or emotional interactions with residents by tailoring explanations of works, resolving routine concerns promptly and maintaining professional boundaries.	
Knowledge	Detailed understanding of health, safety and safe systems of work relevant to housing maintenance.	

	Understanding of how to inspect occupied and void properties to diagnose routine defects, assess repair requirements against known criteria and determine the appropriate scope of works. Understanding of practical multi-trade repair methods and common materials used in joinery, painting and decorating, minor plumbing and minor electrical work to support first-time fixes and supervise operatives. Understanding of how to manage sensitive or emotional resident interactions.	
Skills	Highly developed skill in advanced joinery techniques and practical multi-trade tasks, including painting, minor plumbing and minor electrical work, to deliver high-quality first-time fixes and undertake hands-on duties as part of the team. Developed skill in supervising, training and mentoring multi-trade operatives and trainees. Developed skill in inspecting occupied and void properties to diagnose routine defects, scope works against known criteria, apply health and safety controls and manage multiple jobs to meet agreed timescales. Developed skill in maintaining accurate records in CRM and financial management systems to support cost reconciliation and programme reporting.	

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	Developed skill in IT, competent in Word and Excel	
Personal attributes	Excellent organisational and planning skills to cope with a varied workload and the ability to handle change and prioritise work accordingly Ability to work under pressure and prioritise work to meet strict deadlines, use initiative, make judgements and take decisions Motivated, enthusiastic and self-starting with a commitment and drive for improvement Committed to ensuring high standards, efficiency and outstanding customer service Committed to our values of: Work together Open to change Respect Kindness Social Confident in own skills and abilities and able to work as part of a team or on own initiative Alignment with the ethos and values of AEL and the social housing sector, including principles of involvement, equality and social justice and advanced political awareness	
Additional requirements	Mandatory use of personal protective equipment (PPE) Regular manual handling including lifting and carrying heavy items (e.g. beds, sofas, tables)	

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	Operation in environments with regular exposure to hazardous conditions Lone working in line with established protocols Full UK drivers licence Role Requires a PVG check	