



Working Supervisor

Document Details

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Working Supervisor Job Description	Kaley Tighe	09/10/2020	RV5	Release

About ITM Communications Ltd

ITM is a leading independent provider of specialist ICT infrastructure solutions and services based in Milton Keynes, UK. We employ around 65 experienced personnel and serve blue-chip clients throughout the UK, and further afield. We offer capabilities in five key areas of IT Infrastructure and Services: Structured Cabling & Wireless; Data Centre Infrastructure; Converged Solutions; Offsite Build & Test and Site Services. We directly employ, and security clear our own personnel, who each receive regular training and are experts in their field. Our success has been built upon an ability to develop very close working relationships between our employees, clients, business partners, suppliers and other key stakeholders.

Position Details

Job Title	Reports to	Department
Working Supervisor	Customer Services Director	Operations
Location	Hours	
Various Sites	40hrs Per week	
Closing date for applications		
Apply to	HR@itm.uk.com	

Job Purpose

The Working Supervisor is to ensure ITM Projects / works are delivered on-time and within budget. These works may be under the control of a Project Manager or responsibility of the Working Supervisor who will have direct responsibility for delivery. The Working Supervisor will have responsibilities for the on-site resource including any sub-contractors, on-site materials, ITM equipment and accurate reporting.

As a List X company, we will request as a condition of employment that you gain in SC Clearance.

Key Accountabilities

- Provide regular progress reports to the Project Manager / Customer Services Director.
- Liaising with the Service Desk / PMO for engineer scheduling, documentation support etc.
- Making effective day to day operational decisions and proactively manage risk.
- Manage labour and material requirements.
- Complete site surveys and customer quotations.
- Create project documentation as required.
- Maintain effective and accurate communication with customers.
- Manage onsite labour (including subcontractors).
- Manage project variations and communicate to the Project Manager / Customer Services Director.
- Assist with engineering functions on site.
- Ensuring quality control is maintained.



- Ensuring a tidy work area is maintained at all times.
- Ensuring appropriate risk and method statements are in place and adherence of staff to the Company health and safety policy.
- Regular communication with customers, team members and stakeholders. Managing expectations and building strong, professional relationships.
- Maintaining awareness of all outstanding tasks, issues and commitments ensuring that all elements are dealt with efficiently and in a timely manner.
- Assisting with implementing new processes and procedures, inputting ideas and solutions where possible.
- Attend meetings and conference calls when necessary.

Person Specification

Essential Behaviour and Skills/Competencies

- Client focused with a drive to deliver excellent service
- Organised, detail orientated and punctual
- Enthusiastic
- Able to multi task
- Flexible to take on additional tasks/responsibilities
- Microsoft Excel, Word and Outlook
- Demonstrable Technical Knowledge and installation experience of Fibre, Copper and Wi-Fi communication systems
- Holder of a current valid ECS Card
- Educated to GCSE level or equivalent (Maths & English minimum)
- Full UK driving licence

Desirable Behaviour and Skills/Competencies

- CNCI Copper and Fibre Qualified
- Experience of using Office 365 SharePoint/Yammer