

WORKSHOP SUPERVISOR				Purpose			
Reference No.	K116	Type	Individual	To directly supervise the work of manual workers engaged in production, provide instruction/training to these workers and implement production in a safe and efficient manner. Carry out work-based assessment as required.			
Service	Employability and Supported Employment Service						
Job Family	Para Professional 4	Grade	FC6				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:				Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility		E	D
Facilitating communication between operatives and management by acting as spokesperson; organising and participating in discussion groups to deal with production problems etc.				Prior work experience within a production environment		✓	
Encouraging and motivating the workforce in order to promote workshop and individual objectives.				Previous supervisory experience either: within an industry or within a special needs group			✓
Providing, developing and implementing Standard Operating Procedures capturing best practice on production activities, processes and machine instructions using pictures in easy to understand format as identified through production and Health & Safety assessment and in order to ensure efficient and effective use of resources and as directed by workshop manager. The procedures will then be controlled by administration.				Supervisory qualification			✓
Providing, developing and implementing work instructions, training and procedures as identified through both Health and Safety assessments				Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent		✓	
				Post-Secondary Qualification in Production Related Area			✓

Role Profile

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and in order to ensure efficient and effective use of resources and as directed by the workshop manager.	(To be achieved in training - First Aid Certificate and Health and Safety awareness and fork-lift truck certificate)		
Ensuring that production work is carried out in accordance with the procedures and work instructions issued by the workshop manager and that the highest quality standards are achieved.	Computer competent. Working knowledge of Microsoft packages, spreadsheets/reports/databases (Embrace Technology & Information– see How We Work Matters framework) Ability to work within a Team or on own when required. (Work Together)	✓ ✓	
Supervising the general workshop, ensuring Health and Safety assessments are carried out and the procedures developed are communicated, understood and implemented by general operatives.	Experience of Health and Safety Management Ability to demonstrate competence in training/instruction (Deliver Results) Ability to demonstrate co-ordination of Production Work from concept to completed article	✓ ✓	✓
Ensuring that there are no unwarranted interruptions of the production process by monitoring the workshop environment and removing/ dealing with distractions as they arise, either by direct intervention, or by notifying the appropriate personnel.	Good written and verbal skills People person Ability to keep calm, take control and diffuse possible volatile situations in an assertive non-physical way (Take Ownership)	✓ ✓ ✓	
Ensuring that workshop operatives work in a responsible and safety-conscious manner at all times and are supported through supervision and training as required.			

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Ensuring that the jobholder's designated section operates in an effective and efficient manner by taking the lead where and when required to ensure production output is achieved in a timely manner to suit customer requirements.			
Providing instruction to disabled and non-disabled operatives for production tasks. Monitoring the performance of the production operatives, to ensure that progress is being made or remedial action identified.			
Assisting the senior supervisor in identifying the skills, knowledge and attitudes necessary to perform given tasks.	Experience as assessor/trainer		✓
Updating skills matrix as production operative's progress.	Computer competent, good communicator	✓	
Participating in formal and informal reviews of operatives arranged by, the senior workshop supervisor or the workshop manager, supplying relevant information recorded in day-to-day monitoring.			
Carry out work-based assessment on the performance of tasks as required.			
Participating in time keeping, attendance management and annual leave activities, keeping the senior supervisor and workshop manager informed and updated.			
Dealing with customers face to face, communicating and informing of works, methods and timescales. Being able to negotiate and/or comply with customers' requirements. Planning work, being able to measure, advise and comply with demands of planners and designers.	Customer focused (Focus on Customers), people person, good communicator, measuring and numerical competency	✓	
Be able to lift moderate weight and undertake repetitive lifting and carrying on occasion. Ability to organise teams to load and unload equipment/ tools.	Ability to provide a regular and effective service	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Job Title (Specialists Tasks)

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input checked="" type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results