

Job Title	First Line Manager
Department	Build & Repair
Reports to	Performance Manager
Grade	FLM (will be matched to appropriate level of the pay framework in line with qualifications and competencies)
Purpose & Overview	<p>Undertake supervisory duties associated with direct labour and contractor teams engaged on operational activities.</p> <p>Provide the necessary technical support and motivation to the workforce to deliver performance improvements to maximise efficiency and cost effectiveness of activities associated with the safe delivery of Network Replacement, Maintenance and Development.</p>
Key Accountabilities	<ul style="list-style-type: none"> • Supervise Direct Labour and Contract teams, motivating, coaching and coordinating all activities to ensure optimum efficiency is achieved. • Ensure that work is carried out in accordance with prescribed and agreed standards and is fully compliant with all relevant policies and procedures. • Prepare and authorise all permitry requirements including complex non-routine and routine operations affecting the Network. • Assist with the control of a variety of projects in order that time scales and budgeted costs are met. • Prepare reports and provide support and guidance to operational teams to highlight current performance and expected performance. • Respond effectively to Network incidents and provide reports as required. • Prepare appropriate replies to high-level complaints and reports to external organisations in line with standards of service. • Ensure records of work activities are maintained in a timely fashion, to satisfy the business and legal requirements. • Conduct qualitative and quantitative assessments/inspections on work carried out on the network to ensure that appropriate standards are maintained or improved in terms of quality and value for money. • Undertake technical audits and reviews as required to ensure a compliant workforce. • Manage sickness / absence and disciplinary procedures for direct reports, to ensure compliance with company policy.

	<ul style="list-style-type: none"> • Participate in the process of agreeing performance objectives, reviewing performance, identifying development and improvement plans and monitoring staff progress against targets to the timescales set by the business. • Work within and promote the philosophy of safe team working and development across all Wales & West Utilities activities to achieve business objectives and continuously improve performance.
Technical Know-How & Skills	<p>Technical Competencies</p> <ul style="list-style-type: none"> • Knowledge of appropriate legislation, policy, procedures and an understanding of Wales & West Utilities operations. • Working knowledge of appropriate codes of practice, engineering instructions, safety and statutory regulations. Competent to support Wales & West Utilities policies and procedures. <p>Specific Experience</p> <ul style="list-style-type: none"> • Experience in a technical network role supported by an understanding of gas transportation activities. Able to operate as a team leader. <p>Other Criteria</p> <ul style="list-style-type: none"> • Participation in the relevant standby rota as required
Qualifications	<p>Those working within an operational role should preferably be qualified to Technician (ie. NVQ level 3) standard or equivalent.</p>
Dimensions	<p>Supervision of between 15 and 25 industrial staff (Contract and/or Direct Labour).</p> <p>Cost Centre budget – Up to £3million (all categories)</p>