

ROLE PROFILE – SITE SUPERVISOR

Purpose	Supervision of all Operational efficiency to achieve maximum efficiency of contracted sites as well as the achievement of business efficiencies to ensure maximum profitability of both Indgro Outsourcing (PTY) LTD Trading as Indgro Multi Services Group™ and the Client. This includes management of Operational staff to ensure Policies, Procedures and legislative requirements are always met.
Grade	Grade 6 (Six) to Grade 7 (Seven).
Role of Function	The site supervision function is responsible to ensure that contracted sites operate in accordance with the set agreement in the Service Level Agreement, specifically in terms of the levels of Temporary and or Contract Employees (Assignees), disciplinary matters and the payroll function.

1. EDUCATION AND QUALIFICATIONS

- 1.1 Matric (Grade 12) Certificate.
- 1.2 Code 8 (Eight) driver's license with reliable transport (where necessary)
- 1.3 MS Word, MS Excel and MS Outlook proficiency

2. EXPERIENCE, SKILLS AND CAPABILITIES

- 2.1 Operationally based experience as a Site Supervisor encompassing labour relations, payroll, successful Client interaction and building of relationships with key role-players including Temporary and or Contract Employees (Assignees) and Clients.
- 2.2 Management of Client accounts to ensure the profitability of Indgro Outsourcing (PTY) LTD Trading as Indgro Multi Services Group™ in line with the costing developed and agreed to with the Client.
- 2.3 A high level of attention to detail is important

3. VALUABLE BEHAVIORAL COMPETENCIES

The following behavioral competencies should be present:

- 3.1 Edge: Have the ability to make tough, yes-or-no decisions based on good judgement and instinct.
- 3.2 Energy: Be hardworking and constantly focused on growing the business.
- 3.3 Energise: Have the ability to excite and motivate others to achieve common goals.
- 3.4 Execution: Achieve individual KPI objectives.
- 3.5 Client Focus: Do this exceptionally well by:
 - 3.5.1 Understanding the Clients.
 - 3.5.2 Building relationships.
 - 3.5.3 Managing and exceeding expectations.
 - 3.5.4 Driving service delivery.
- 3.6 Solving tomorrow's problems today.
- 3.7 Solutions- and results driven.
- 3.8 Personal dedication to achieving the greater good.

4. PROPRIETARY

- 4.1 Well-presented, groomed and professional in conduct, attitude and appearance.

KEY PERFORMANCE INDICATORS WITH OUTPUTS AND STANDARDS

5. ADMINISTRATION

- 5.1 All Temporary and or Contract Employees (Assignees) placed on site must complete a Contract of Employment, completed and signed by all parties. The Recruiter must complete the supporting administrative documentation; the Site Supervisor is responsible only for the completion of the Contract of Employment.
- 5.2 Proper control must be administered in terms of the clocking and time and attendance of Temporary and or Contract Employees (Assignees); should discrepancies be found disciplinary action will be taken against those responsible and or negligent
- 5.3 All paperwork completed by a member of the operations team must be accurate and complete; the correct ISO paperwork must always be used.
- 5.4 Manage all anniversary dates of areas such as car licenses, driver's licenses, work permits for non-South African employees, medical exams and protective clothing of Temporary and or Contract

- Employees (Assignees) to ensure that the expiry of such matters do not affect the Company negatively nor cause any disruption to the normal course of business.
- 5.5 For payroll purposes, the DBIT payroll import sheet must be signed off by the operational staff member responsible for the site before being sent to the payroll division to be processed. For further payroll purposes the payroll division will send the Pre-Posting Journal (PPJ), Lock and Audit report for a final check before the release of payroll.

6. REPORTING

- 6.1 Submission of the following reports to the Operations Manager by agreed deadlines, per site:
- 6.1.1 Head count report
 - 6.1.2 Service delivery evaluation report
 - 6.1.3 Client Satisfaction Index per Client per month
 - 6.1.4 Disciplinary Report
 - 6.1.5 Client monthly report submitted to each Client within the first 7 (seven) working days, reflecting the following variables:
 - 6.1.5.1 Injury on Duty per month
 - 6.1.5.2 CCMA matters conducted
 - 6.1.5.3 Reasons for the termination of staff
 - 6.1.5.4 Training and development of staff (rand value)
 - 6.1.5.5 Staff turnover
 - 6.1.5.6 Disciplinary and grievances
 - 6.1.5.7 Absenteeism %
 - 6.1.5.8 Invoicing value
 - 6.1.5.9 Normal time hours worked as well as the rand value thereof
 - 6.1.5.10 O/T 1.5 (One point five), Public Holiday pay and O.T 2 (Two) hours worked as well as the rand value thereof
 - 6.1.5.11 Leave taken as a rand value
 - 6.1.5.12 Client Satisfaction Index rating per month

7. EQUIPMENT AND CONSUMABLES

- 7.1 All Temporary and or Contract Employees (Assignees) on site must have Protective Clothing as listed in the Service Level Agreement and or Client Service Agreement. Upon placement of Temporary and or Contract Employees (Assignees) on site the Site Supervisor must ensure that the correct Protective Clothing is handed to the Temporary and or Contract Employees (Assignees) and that the paperwork is completed documenting the transaction using the Safety Issue.
- 7.2 A Protective Clothing (PPC) issue system must be in place to ensure correct administration of such clothing.
- 7.3 Any Temporary and or Contract Employees (Assignees) of Indgro Outsourcing (PTY) LTD Trading as Indgro Multi Services Group™ on any site without the correct Protective Clothing will result in potential disciplinary action being taken against the Operations Team members responsible for the site.
- 7.4 A site roll (which must always be actively maintained and up-to-date and in the possession of the Site Supervisor)

8. QUALITY MANAGEMENT SYSTEM (ISO)

- 8.1 Ensure that the correct ISO forms are always used and completed correctly.
- 8.2 All non-conformances are to be resolved within 24 (Twenty-four) hours.

9. HEALTH AND SAFETY

- 9.1 In the case of an Injury on Duty (IOD) the correct forms must be completed accurately and sent to the Human Resources Officer within 24 (Twenty-Four) hours of incident. The paperwork bundle must include the following:
- 9.1.1 WCL2 – all sections completed excluding Remuneration.
 - 9.1.2 First Medical Report.
 - 9.1.3 Recording and Investigating of an Incident – Form.
 - 9.1.4 Copy of the Temporary and or Contract Employees (Assignees) Identity Document.
 - 9.1.5 Attend Health and Safety meetings of the Client as required and ensure that minutes are kept up to date on file. This file should be available for review at the Divisional office in each region and filed per site.

10. CONTRACT MANAGEMENT

- 10.1 Regular meetings, either formal or informal, must be held with direct reports to evaluate service delivery and profitability of all contracts.
- 10.2 All Clients' related issues are to be resolved within 24 (Twenty-Four) hours.
- 10.3 Ensure knowledge of other site and or contract supervisors' contracts to ensure continuity in the case of an emergency.

- 10.4 Any overspending on the budget must be motivated to the Operations Manager before procurement requests are processed.
- 10.5 Measurement and numbers pertaining to each site's headcount to be readily available as is data pertaining to heads lost or gained (organic growth).

11. SERVICE DELIVERY EVALUATION

- 11.1 Ensure excellent service delivery against Client requirements that have been documented in the Service Level Agreement. The contracted measurable outcomes must be evaluated monthly to ensure that the service level agreed to with the Client remains at a high level.
- 11.2 Ensure excellent service delivery of Temporary and or Contract Employees (Assignees) by regularly confirming with the Client that the service rendered by the contracted staff is in line with agreed upon objectives required by the Client.
- 11.3 Response and feedback to Client complaints must be within 4 (Four) hours of receipt of the issue.
- 11.4 A Client Satisfaction Index (CSI) must be completed monthly and corrective action taken and reported to the Operations Manager. This information must also be included in the CSI Report submitted to the Operations Manager as mentioned in the "Reporting" function of this document.

12. GROWTH OF BUSINESS

- 12.1 Measurement of the growth of business must take place as per the budget submitted and approved – to be measured in the contracted performance assessment completed tri-annually.

13. LEGAL COMPLIANCE

- 13.1 Knowledge of current legislation must be applied in daily operations:
- 13.2 Basic Conditions of Employment Act
- 13.3 Labour Relations Act
- 13.4 Occupation Health and Safety Act
- 13.5 Bargaining Council Regulations
- 13.6 Employment Equity Act

14. SERVICE LEVEL AGREEMENTS

- 14.1 Before commencement of service with a Client, new or current, the Operations Team must have copies of:
- 14.2 Signed Quotation
- 14.3 Service Level Agreement (SLA)
- 14.4 Commercial Agreement
- 14.5 The service delivery in SLA must meet requirements and all Temporary and or Contract Employees (Assignees) members must be inducted on the scope of work before service commences.

15. CLIENT SERVICE

- 15.1 All internal and external Client requests must be addressed on the same day and feedback given within 24 (Twenty-four) hours.

16. OTHER

- 16.1 To perform to the best of your abilities all other duties and functions reasonably assigned to you by or on behalf of Indgro Outsourcing (Pty) Ltd Trading as Indgro Multi Services Group™, in connection with its business.
- 16.2 The duties and responsibilities listed in this Role Profile may be amended at any time, depending upon the operational requirements of Indgro Outsourcing (Pty) Ltd Trading as Indgro Multi Services Group™, and within the parameters of the position held by the Employee.
- 16.3 Furthermore, the list of tasks or duties and responsibilities are not exhaustive, and the Company is entitled to instruct the Employee at any time to carry out additional duties or responsibilities, which fall reasonably within the scope of the Role Profile, or in accordance with commercial requirements.