

## JOB DESCRIPTION

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| <b>Job Title:</b>  | Electrician (Reactive & Voids)  |
| <b>Reports To:</b>   | Local Delivery Manager / Local Delivery Maintenance Manager / Local Delivery Team Leader  |
| <b>Grade:</b>  | BRS B6  |
| <b>Directorate:</b>  | Local Delivery - Operations   |
| <b>Job purpose:</b>  | <p>To work as part of the Operations Directorate in ensuring that the Association's properties are kept to the Association's standard.</p> <p>To ensure responsive and void electrical repairs are carried out efficiently and effectively to the most current 18<sup>th</sup> Edition regulations and to the customers' satisfaction.</p> <p>To ensure repairs are carried out in accordance with the Association procedures and that all repairs and installations are carried out in accordance to the latest regulations.</p> <p>To support with any planned Electrical Installation works.</p> <p>To work on the testing and inspection programme to ensure our Electrical compliance levels are maintained.</p> <p>Manage own workload on a day to day basis.</p> |
| <b>Required Behaviours</b><br><br>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values.<br><br>These sub-headings and example statements reflect these expectations, but you | <p><b>Openness</b> - You will admit to mistakes and learn from them.</p> <p><b>Responsible</b> - You will actively use your skills and knowledge to ensure high quality outcomes.</p> <p><b>Collaborative</b> - You will support Broadland's one team approach and challenge silo working when you are aware of it.</p> <p><b>Fair</b> - You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.</p>  |

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| must refer to the Behaviour Framework available on Broadland Online for more detail. | <p><b>Innovative</b> – You will embrace changes in ways of working when adopted by Broadland and support colleagues who find change difficult</p> <p><b>Reliable</b> - You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.</p> <p><b>Trustworthy</b> - You will demonstrate professionalism in all that you do and stick to our approved policies and procedures</p> <p><b>Environmentally Aware</b> - You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.</p> |
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## Overview:

### 1. Knowledge

- Fully Qualified Electrician
- Understanding of Social Housing Sector

### 2. Mental Skills

- Good written, numeracy and verbal skills
- Good IT skills – including familiarity with use of smart phones / tablets
- Good personal presentation and communication skills are necessary when delivering a service to our tenants

### 3. Communication & Interpersonal Skills

- Experience at working alone and as part of a Team
- Experience in supervising and working together with Sub-Contractors
- Customer focused

### 4. Initiative and Independence

- Able to make decisions and confident at problem solving

### 5. Responsibilities factor

- Work on own initiative to ensure that Electrical repair works and installation works are carried out efficiently and effectively and service complaints are minimised
- Work on own initiative to ensure that call backs are minimised
- Work on own initiative to ensure that first time fixes are maximised
- Work with minimal supervision
- Supports other areas of the business such as Planned works as when required

- You have a duty to ensure your own health and safety at work and that of their colleagues and to co-operate with the Association in order for it to fulfil its legal obligations.

### **Main activities of the role:**

(This list is not exhaustive)

- To work closely with the Local Delivery Manager / Local Delivery Maintenance Manager / Local Delivery Team Leader/s and Technical Managers in all aspects of the electrical repairs and maintenance service as required.
- You are primarily responsible for the effective and efficient delivery of Electrical related repairs. This is across responsive repairs and void properties.
- You will be required to support the Planned Electrical Team from time to time covering installation and other planned works e.g. Aids and Adaptations / Kitchens
- Geographical areas of work will be defined by the Association but will cover Norfolk and North Suffolk.
- You will ensure that the work is undertaken in a timely manner consistent with prescribed performance indicators advised.
- You will deal with tenant enquiries and respond in a professional manner reporting anything back to the relevant manager.
- Be prepared, if requested, to act as a mentor to trainees within the Association and encourage a learning environment.
- Comply with the policies and practices of the Association, to deliver and act in accordance with the Association's Dignity and Diversity Policy and Procedures and to be responsible for undertaking working practices in a safe manner in accordance with the Association's Health and Safety Policy
- To undertake any other duties as required by the Association from time to time, if these duties are of a greater level of responsibility or skill than those required in the post, then full training and appropriate supervision will be provided.

### **Special Features**

- Employees in this role may be required to join a rota-based system which requires individuals to be part of a team carrying out work out of hours in defined patch(es).
- Flexibility in out of hours working, as business needs dictate
- The post holder must keep up to date with current sector developments
- Driving Licence as travel throughout Norfolk required
- Lone working
- All corporate or job specific training required by the Association as part of your job, is considered mandatory.
- All roles require that you act in accordance with the mission, values and behaviours of the Corporate strategy.

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- Duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Association in order for it to fulfil its legal obligations.
- Promotion of Equality, Diversity and Inclusion.
- Any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.

## **PERSON SPECIFICATION**

**Job Title: Electrician**

### **Essential Criteria**

#### **Qualifications**

- **City and Guilds 2360-Part 1 and part 2 or;**
- **NVQ Level 3 Including AM2 or:**
- **City and Guilds 2330 Levels 2 and 3 or:**
- **City and Guilds 2357 Including AM2**
- **City and Guilds 2382-10 or 2382-20 (18<sup>th</sup> Edition of the Wiring Regulations).**
- **Preferable-City and Guilds 2391** (or to have shown competence in the area of Inspection & Testing electrical installations, in accordance with Guidance Note 3 of the IEE and have a good knowledge of a variety of electrical installation work. Or to have been assessed by such persons as the NICEIC for the role of Qualifying Supervisor) or the new replacement courses C & G 2394-01 or 2395-01
- **Preferable-C&G2377 (Portable Appliance Testing)** Should the role requires the candidate to carry out PAT
- Experience of property maintenance is essential

#### **Experience**

- Good knowledge of heating systems,
- A good knowledge of the general building/construction industry and with the relevant Trade qualification as stated above.
- Experience of working within the Social Housing sector

### **Desirable Criteria**

#### **Qualifications**

- Ideally a renewable energy qualification

#### **Experience**

- n/a