Broadland Housing Association

JOB DESCRIPTION

Job Title:	Electrician (Reactive & Voids)
Reports To:	Local Delivery Manager / Local Delivery Maintenance Manager / Local Delivery Team Leader
Team:	Local Delivery
Directorate(s):	Operations
Grade:	BRS B6
Job purpose:	To work as part of the Operations Directorate in ensuring that the Association's properties are kept to the Association's standard. To ensure responsive and void electrical repairs are carried out efficiently and effectively to the most current 18th Edition regulations and to the customers' satisfaction. 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. To support with any planned Electrical Installation works. To work on the testing and inspection programme to ensure our Electrical compliance levels are maintained. Manage own workload on a day-to-day basis.

Overview:

1. **Key skills to do the job**
• Fully Qualified Electrician • Good IT skills – including familiarity with use of smart phones / tablets • Works on own initiative, with minimal supervision and to be able to make decisions and be confident at problem solving.
Required behaviours – Mandatory for all roles within Broadland
All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings

and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness
You will admit to mistakes and learns from them.

Responsible
You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative
You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair
You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative
Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable
You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy
You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware
You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. **Communication & Interpersonal Skills**

- Good written, numeracy and verbal skills
- Good personal presentation and communication skills are necessary when delivering a service to our tenants
- Experience at working alone and as part of a Team
- Experience in supervising and working together with Sub-Contractors
- Customer focused

3. **Delegated authority**

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us a achieve our aims.

- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- 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
- 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.
- Geographical areas of work will be defined by the Association but will cover Norfolk and North Suffolk.
- 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 that those required in the post, then full training and appropriate supervision will be provided.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.

- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.
- You will undertake 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.

Broadland Housing Association

PERSON SPECIFICATION

Job Title: Electrician

Essential Criteria

Qualifications (Equivalent are acceptable)

- **City and Guilds Electrical Installations NVQ Level 3 2357.**
- **City and Guilds 5357 including AM2S apprenticeship.**
- **City and Guilds 2360 - Part 1 and Part 2.**
- **City and Guilds 2330 Levels 2 and 3.**
- **City and Guilds 2382 (18th Edition of the Wiring Regulations)**.
- AM2 depending on qualification period.
- **Preferable-City and Guilds 2391.**
- **Preferable-C&G2377 (Portable Appliance Testing)**
- 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

Date amended: January 2025