

Job Description and Person Specification Electrical Engineer

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Head of HR Services

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Job Description

Directorate Property and Development	Grade £25,737 per annum (£28,382 including multi-skilling allowance)
Service Property Services	Job evaluation number
Reports to M&E Supervisor	Responsible for N/A

Job purpose and role

To be responsible for completing repairs and renewals to tenanted properties providing an excellent standard of workmanship and customer service.

This will include managing personal bespoke van stocks and materials; meeting deadlines for appointments and achieving targets for productivity. A level of flexibility and expertise will be required in completing the work 'right first time' with the minimum of supervision and need for follow on trades.

A key responsibility will also be to positively promote the company and a health & safety culture within the team ensuring risk assessments and safe working practices are strictly adhered to.

Main duties and key result areas

Deliver a wide range of services in relation to Social Housing repairs and maintenance, and provide a wide range of duties connected with the delivery of electrical repairs, renewals & maintenance including but not restricted to:

- Undertaking a range of electrical maintenance work including periodic inspections of domestic installations.
- To carry out day to day electrical fault finding and repairs, in tenanted and void properties. Providing out of hours cover on a rota basis and working as efficiently as possible to achieve excellent customer satisfaction results.
- Completing periodic inspections identifying faults and remedial action.
- Ensure all activities are carried out in accordance with relevant Risk Assessments, Legislation & Best

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Practice's.

- Complete all necessary electrical documentation.
- Liaise with material & plant suppliers to ensure waste is minimised and Value for Money is maintained and improved.
- Mentor Apprentices & Volunteers in the day to day operational issues.
- Ensure services are delivered on time, within budget & completed to high quality standards.
- Carry out own inspections of vehicle & equipment to ensure safety & use is fit for purpose.
- Lead by example in promoting excellent customer service at all times.
- Promote & encourage continuous improvement within the Team.
- Use of a handheld device to complete timesheets, worksheets and Stop/Assess Assessments as necessary.
- Cover 'Out Of Hours' emergency repairs on a rota basis.
- Attend and co-operate in Tool Box talks.
- Complete a weekly timesheet and deliver to your line manager every Monday morning.
- Keep your line manager informed at all times of any overtime that you may need to work.
- Complete your PDA daily and after every job you attend.
- Make sure your tools are PAT tested every 3 months and kept in good working order.
- Carry with you at all times your health and safety files, risk assessments and method statements and refer to them when needed, ensuring these are kept fully up to date with new additions/updates supplied by your Manager.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement

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- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Undertake their duties with due regard to safeguarding our customers
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1		New role

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Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	The ability and experience to be a team player and be able to support and work effectively with colleagues to meet the targets and objectives of the Team and Beyond Housing	E
	Can-do attitude to problem solving and a desire to research and understand new problems.	E
	Decision Making Skills - The ability to work on own initiative with the minimum of supervision. The ability to assimilate information quickly, logically and to relay messages accurately.	E
	Time Management. Ability to deliver work on time often under pressure and to tight deadlines.	E
	Confidentiality - Must be able to demonstrate ability for tact, diplomacy and confidentiality.	E
	Communication Skills - Excellent telephone manner and technique, combined with good interpersonal skills. The ability to communicate with staff at all levels and external suppliers and contractors.	E
	To have a commitment to customer care and a high quality service.	E
	Empathetic to those in difficulties	E
	Commitment to continuous improvement and change	E
	To participate in out-of-hours/call-out scheme	D
	An ability to deal with a diversity of tasks.	E
	It will be necessary to work with information technology and associated systems in accordance with association's policies.	E
	To represent the association at software user groups and other groups related to the post.	E
Knowledge and experience	Minimum 1 year's trade experience	E
	Maintenance work for a Social Housing provider	D
	Understanding of UK social housing	D
	Knowledge of maintenance and construction	E
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	E
	Good standard of education (NVQ level 2/GCSE's or equivalent) or relevant exempting experience	E
	NVQ Level 3 as per City and Guilds or equivalent regulatory body standard, or equivalent	E
	18th Edition as per City and Guilds or equivalent regulatory body standard	D

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Attribute	Detail	Essential or desirable
	Inspection and testing as per City and Guilds or equivalent regulatory body standard	D
	Heating system wiring and fault finding as per City and Guilds or equivalent regulatory body standard	D
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E