

Job Description

Job Title:	Electrical Qualified Supervisor
Company:	ClwydAlyn Property Maintenance
Department:	Electrical Team
Responsible to:	Electrical Manager
Date of Review:	February 2020

Disclosure & Barring Service Check requirement:

This post has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff appointed to this role will need to demonstrate through their DBS check that they have no unspent convictions or cautions which would impact on their ability to deliver this role safely to the Company's customers. Any risks identified by the Company from a review of DBS certificate information and corresponding Risk Assessment may result in a job offer being withdrawn or an existing member of staff's employment being reviewed. Further information is available in the Company's DBS policy available on request from the HR Team.

1. Objectives of the Post:

- 1.1 To be an electrically competent/qualified person with adequate technical knowledge and specific responsibility, on a day to day basis, for the safety, technical standard and quality of electrical installation work under his/her supervision.
- 1.2 Ensuring that the results of inspection and testing of all electrical work are recorded correctly on the appropriate certificate software & in accordance to the NICEIC & BS7671.
- 1.3 Ensuring that the business' premises, equipment, documentation and records are available for inspection when required by the NICEIC
- 1.4 Ensure that all electrical certification software is kept up to date and safeguarded against inappropriate misuse & offer electrical technical advice to the company.
- 1.5 To assist in the development and controlled implementation of Health and Safety policy and practice.
- 1.6 To proactively promote Equality and Diversity practices in accordance with company policy and procedures within daily operations.

2. Key Tasks

- 2.1 Work with the Clwyd Alyn management team to establish standards and processes for electrical installation works undertaken by directly employed and certain sub-contracted electricians.
- 2.2 Work alongside the Planned and Responsive Repair Managers/Supervisors to ensure that the above standards and processes are carried out and enforced during planned and responsive repair works, including testing & inspection activities.
- 2.3 To support electrical operatives to fault find and accurately diagnose the type of repair required, determine the most efficient and effective value for money and tenant/customer focused solution, advise and arrange materials and offer adequate support for the works to be completed/repaired correctly aiming for a first time fix.
- 2.4 To work on responsive, voids and or planned improvement works as required and/or directed by the company.
- 2.5 To assist the Electrical Manager in planning and organising electrical workload activities in the most efficient, effective and economical way.
- 2.6 To check over and ensure that that all electrical certification meets the required standards, monitor and record, as well as maintaining electrical operatives' knowledge and understanding of current requirements set out by BS7671 & the NICEIC.
- 2.7 To provide technical support, guidance and assistance as and when required to other staff carrying out their duties.
- 2.8 To work alongside the administration support team to ensure that all electrical certification and reports are correctly recorded, monitored and uploaded onto the appropriate system(s).
- 2.9 To seek support from line management if there are any work/issues that cannot be carried out/completed due to lack of knowledge, experience or competency.
- 2.10 To advise on the correct selection, maintenance and usage of all testing equipment and general tools/equipment required by operatives. To ensure that all test equipment is regularly calibrated and monitored/recorded. Ensuring through periodic inspections, that they are maintained in working order and to record or report instances of disrepair that appears to have been caused by deliberate damage, criminal damage or general misuse or abuse.
- 2.11 To fully support the introduction, development and implementation of new technology and working methods that, add value to the service that can be offered to tenants and customers.
- 2.12 To use any mobile communication equipment provided, within guidelines and procedures.

- 2.13 To undertake any training, development or attend any events which will aid in gaining technical knowledge to actively perform the required role.
- 2.14 To adhere to the Company's Health & Safety Policy and other policies relating to the Repairs Service.
- 2.15 To understand and commitment to the Company's Equal Opportunities Policies in employment and service delivery.
- 2.16 To undertake any other duties as may be required from time to time, that are deemed necessary and compatible with the nature of the post.

3. Managing Others

- 3.1 The post holder is expected to work closely with other members of staff and act appropriately.
- 3.2 To assist the Electrical Manager in the training and supervision of operatives, apprentices and trainees in their area of experience and competence.
- 3.3 Providing support to the Electrical Manager, Electrical operatives, other departments and tenants in organising, coordinating and making appointments when working on responsive repairs.
- 3.4 Provide adequate support, training and mentoring to engineers, improvers and apprentices working within the team.

4. Working with Others

- 4.1 The post holder is expected to work as part of a close-knit team and have the capability to work/organise on their own initiative.
- 4.2 To assist in the identification, planning and implementation of training needs for the workforce.
- 4.3 From time to time dealing with tenants and leaseholders in relation to enquiries, procedures, progress and complaints.
- 4.4 Liaising with other departments and sections
- 4.5 Applying the Company's Customer Care and core principles in dealing with residents and other staff.
- 4.6 Liaising with relevant external bodies/organisations to gain specialist advice

5. Problem Solving / Decision Making / Innovation

- 5.1 The post holder is expected to work within defined frameworks, both internal and external to the Electrical Team and to work using own initiative to overcome and solve problems relating to the team's operational requirements.
- 5.2 Working within a team environment, it is expected that the post holder will have an understanding and experience of team working and working with staff from diverse disciplines.

6. Use of Technology

- 6.1 The Company intends to automate some or all its processes. A good understanding and competency on IT systems is desirable.
- 6.2 Through training become proficient on the company's resource and cost management systems.
- 6.3 Ability to complete electrical test certificates electronically is essential, with an ability to maintain the certificate database and required spreadsheets etc.
- 6.4 Ability to use EasyCert software, Microsoft Word, PowerPoint, Excel and Outlook packages is desirable.

7. Budgets

- 7.1 To ensure that accurate records are maintained, and relevant costs are allocated to specific jobs, with the assistance of the Finance team.
- 7.2 To accurately manage and be responsible for van stock, sufficient to undertake the role efficiently.
- 7.3 Help support Electrical manager by ensuring value for money is achieved when purchasing materials, stock or tools, or when using subcontractors.

8. Unsocial Conditions / Special Circumstances

- 8.1 Undertake flexible working patterns on occasion to help support whatever evening/weekend emergencies that may occur and support out of hours operatives with advice and technical support as required.

- 8.2 Based on workload and deadlines, flexibility and extra hours to be undertaken as and when required to keep the group compliant.

9. Core Responsibilities

- 9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.
- 9.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across the company.
- 9.3 To comply with our Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with Company policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, Policy and Procedures and to make known to Line Managers any areas which are not adequately covered
- 9.6 To perform any other reasonable task as determined by the Manager, Executive Director, Chief Executive or Board of Management.

