

Job Description



Directorate: Operations

Job Title: Electrician

Service Area: Repairs

Grade:

Special Conditions: Full valid manual driving licence required. Electrician may be required to adopt working hours to meet service requirements.

DBS Disclosure: None Required

Role Profile: OP40A

Issue Date: November 2019

Responsible to: Assistant Managers, Property Supervisors (Operations), Property Supervisor (Gas), Property Supervisor (Electrical), Property Supervisor (Asbestos) and Void Inspectors.

Job Purpose and Role:

To undertake testing, installation/repairs and maintenance work on a variety of City of Wolverhampton Council's domestic properties as instructed within the range of the electrical trade to an acceptable standard.

Post-holder will undertake electrical and associated works in the following areas of the business.

- Repairs & Maintenance
- Building Solutions
- Voids
- Aids & Adaptations
- Planned Improvement Programme
- EICR Programme

You will be required to undertake the full spectrum of electrical duties, and associated trade work to ensure satisfactory completion of work on all Wolverhampton Homes housing stock and any other buildings within its area of responsibility.

Ensure that the relevant teams are informed of issues relating to the general estate management, property condition, void abandonment, rubbish, response repairs and safeguarding issues requiring attention.

Ensure that the appropriate documentation is being maintained especially in monitoring performance of the section

Provide tutoring, instruction, training and supervision to apprentices, trade support trainees and trade colleagues in connection with electrical, ensuring

that all work undertaken meets the services prescribed quality, performance and value for money targets.

Liaise with all support services over any issues relating to the effective delivery of repairs service.

Report any safeguarding/hoarding issues to Supervisor.

General

The duties of the post may change and develop from time to time in light of new legislation, Wolverhampton Homes Policies, organisational developments and social trends. Such developments will be monitored in conjunction with the Chief Executive and Director of Business Support and will be reflected as necessary in the aims and objectives of the post.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description.

Key Area	Duties and Responsibilities	Competency Requirements
<p>Leadership</p>	<p>To work independently using own initiative to support an effective repairs and maintenance service</p> <p>To be flexible to adapt to meet service delivery requirements.</p> <p>To take responsibility to plan and organise day-to-day tasks and work to deadlines.</p> <p>Take ownership for any issues identified across WH managed property to ensure that they are rectified or reported using the appropriate methods.</p> <p>Promotes the vision/corporate objectives at every opportunity even if own views differ and act as an ambassador for Wolverhampton Homes.</p> <p>Attends appointments/site on time, ready to start work.</p> <p>Timescales for work are met on a consistent basis.</p> <p>Complete work in line with Wolverhampton</p>	<p>Positive, can-do attitude.</p> <p>Willingness to undertake training as required.</p> <p>Good organisational skills to plan tasks and workload</p> <p>City & Guilds Part 1 & 2 Electrical installation or equivalent.</p> <p>18th Edition IET Wiring Regulations, City & Guilds Inspection and testing certificate BS2391-52 or equivalent and /or</p> <p>NVQ Level 3 Minimum and Level 3 Diploma in Installing Electrotechnical Systems and Equipment (Buildings, Structures and the Environment)</p> <p>AM2 Assessment of Electrotechnical</p>

	<p>Homes' ethic to get jobs "right first time"</p> <p>Promote positivity and be receptive to change.</p> <p>Plans time effectively to achieve results.</p> <p>Works towards the organisations values and display behaviour in line with Wolverhampton Homes' policy and expectations.</p>	<p>Occupational Competence</p> <p>Level 3 Award in Initial Verification and Certification of Electrical Installations 2394 – this is sometimes referred to as "Part 1" and</p> <p>Level 3 Award in Periodic Inspection, Testing and Certification of Electrical Installations 2395 – this is sometimes referred to as "Part 2".</p> <p>CSCS</p>
<p>Communication and customer service</p>	<p>Understands the importance of customer service to the organisation.</p> <p>To ensure customers are kept informed of the repairs / works being undertaken.</p> <p>Take ownership and personal responsibility for responding to customer needs and requests for assistance.</p> <p>Communicates clearly and concisely both orally and in writing.</p> <p>Demonstrates good interpersonal and influencing skills.</p> <p>Anticipates and takes responsibility for dealing with issues before they become visible to the customer.</p> <p>Uses online methods such as social media and internet to improve customer service.</p> <p>To wear Wolverhampton Homes uniform and ensure ID is on show at all times.</p> <p>Actively listens and communicates information effectively.</p> <p>Provide a quality service and ensure properties are left clean and tidy</p> <p>Demonstrates on a consistent basis the</p>	<p>Good written and oral communication skills.</p> <p>IT and social media literate - ability to use a wide range of software and social media including internal communications.</p> <p>Experience in delivering an excellent customer service.</p>

	<p>willingness to do whatever is required to ensure that work is completed.</p> <p>To be willing to go the extra mile to ensure an excellent service is provided to all customers.</p> <p>To adopt a professional and polite approach with all customers</p>	
Team working	<p>Actively promotes a positive, trusting, and safe working environment.</p> <p>Contributes fully as a team member and actively supports staff and teams.</p> <p>To work effectively with other teams, undertaking project work and being flexible and adaptable as required.</p> <p>Approachable and listens to others</p> <p>Offering alternate ways of doing things when help is required.</p> <p>To work closely with other teams to ensure that processes are followed to assist with the management of WH properties and reporting any issues as required.</p> <p>Informs Managers/Supervisors of issues in a timely manner.</p> <p>Makes recommendations for improvements to service.</p> <p>To be flexible in helping team members and working in other service areas</p>	<p>Confident, reliable and flexible.</p> <p>Ability to demonstrate building good working relationships with colleagues and internal / external customers.</p> <p>Makes recommendations for improvements to service.</p>
Decision making and problem solving	<p>Uses appropriate questioning approach to problem solving and decision making.</p> <p>Ability to collect and analyse information to make informed decisions.</p> <p>Ability to come up with innovative ways of looking at problems and thinking 'outside the box' to derive solutions.</p> <p>Provides advice and sign posting to other services as appropriate.</p> <p>To achieve targets to ensure the delivery</p>	<p>Good influencing, negotiation and interpersonal skills.</p> <p>Ability to solve problems and meet deadlines.</p>

	<p>of an excellent and consistent quality service.</p> <p>Takes ownership of problems ensuring the customer is inconvenienced as little as is practicable.</p> <p>Keeps up to date with information by attending 'Tool Box' talks, training courses and other methods available.</p>	
<p>Equality and Diversity</p>	<p>To have an awareness of the Equality Act and the requirements contained within it.</p> <p>Recognises the needs of customers and staff that may have special requirements i.e. barriers to communications or access to services</p> <p>Challenges unacceptable behaviour and reports where required to manager.</p> <p>Understands where and how to seek advice and guidance in relation to Equality and Diversity.</p> <p>Can identify the forms which discrimination may take and be aware of the needs of a multi-cultural society.</p> <p>Demonstrates an understanding of equality and diversity issues and uses this in day-to-day activities.</p> <p>Challenges and reports unacceptable behaviour.</p> <p>Takes appropriate action and practicable steps to eliminate discrimination, advance on equality and foster good relations amongst employees and customers.</p> <p>Report any Safeguarding/Hoarding issues to Supervisor</p>	<p>Attitude/behaviour consistent with Wolverhampton Homes' Policies and Procedures</p> <p>Confidence to challenge unacceptable behaviour and report where required.</p> <p>Ability to promote fairness and inclusion in employment and service delivery.</p> <p>Adherence to Wolverhampton Homes' Policies and procedures.</p>
<p>Health and safety</p>	<p>Comply to the IET regulations BS7671</p> <p>To be aware of Health and Safety procedures.</p> <p>To work in a clean, safe manner and to minimise risks to self, colleagues and</p>	<p>Awareness of the importance of Health and Safety and working in a safe and appropriate manner at all times</p> <p>Understanding of risk</p>

	<p style="text-align: center;">customers</p> <p>Understanding the legal duties of health and safety in the workplace as required by the Health and Safety at Work Act 1974.</p> <p>Follow all safe working policy and procedures i.e. Lone Working.</p> <p>Adherence to health and safety guidelines.</p> <p>Reports incidents and completes accident forms without delay.</p> <p>Takes appropriate action to minimise risks.</p>	<p style="text-align: center;">management.</p> <p>Report incidents without delay and complete accident forms accurately and legibly.</p>
<p>Financial management</p>	<p>To comply with financial regulations, procurement procedures and the Data Protection Act.</p> <p>To avoid wasting resources and contribute to value for money improvements in service delivery.</p> <p>To be responsible for replenishing materials and van stock to required levels, whilst minimising waste.</p> <p>Where required shows understanding of financial regulations.</p> <p>Show awareness of and encourages Value for Money strategy.</p> <p>Actively seeks efficiency savings.</p> <p>Commitment to Environmental Policy, by minimising waste, conserving energy and recycling appropriately.</p> <p>Make suggestions to improve the quality of service resulting in VFM savings.</p>	<p>Awareness of value for money with a commitment to making efficiency savings</p> <p>Understanding of financial regulations and contribution towards VFM.</p>

Disqualifying Factors: Indication of attitudes/behaviours inconsistent with Wolverhampton Homes' Policies and Procedures, e.g. sexist, racist, anti-disability or any other attitudes/behaviours

Special Requirements:

WH accepts that once employed the Electrician has gained the required qualifications to work to the standards of WH and will be deemed fully competent to carry out the full range of duties required of an Electrician

A RIDDOR notice is issued on a property/establishment that the Electrician has been working in or a complaint is received that calls into question the competency level of the Electrician and as a result of an investigation the Electrician is found blameworthy. Should this be the case, the Electrician will be monitored/supervised until the required competency levels are achieved.

Out of Hours

Electricians may be required to adopt working hours to meet service requirements

Electricians may be required to cover out of hours service on a rota basis. They will take a full and equal share with other colleagues on the rota to ensure the service is maintained.