

## Role Profile

<b>Role Title:</b>	Electrician
<b>Department:</b>	In House Maintenance Team (IHMT)
<b>Role Purpose:</b>	<p>You are required to deal with various electrical works: install, service, rectify faults and maintain electrical systems and appliances in mainly domestic and some commercial properties to a high quality standard in accordance with the current edition of IEE Wiring Regulations.</p> <p>Basic competence of other trades is essential to allow for first time fixes, such as plumbing, carpentry and tiling.</p>
<b>Reporting to:</b>	In House Maintenance Team Trade Supervisor
<b>Responsible for:</b>	Apprentice's when required
<b>Disclosure level:</b>	Enhanced
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<p>Ensure efficient procurement of any material items.</p> <p>To ensure all completed works comply with the current regulations and legislative requirements.</p> <p>Ensure certification is completed to comply with current regulations/building control authorities</p> <p>Ensure the very best customer experience is received and ensure excellent satisfaction is received.</p> <p>Participate as an engineer in the delivery of an effective out of hours emergency repair service on a rota system.</p> <p>Participate as an engineer in the delivery of an effective late shift/weekend repair service on a rota system.</p> <p>Ensure that all work conducted is to current health &amp; safety legislation, with method statements and risk assessments undertaken where appropriate.</p> <p>Commitment to equality &amp; diversity in both the delivery of services and to other staff.</p>
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	<p>Ensure you perform to or exceed the agreed standards.</p> <p>Ensure you are trained to a suitable standard and that all your accreditations &amp; certification requirements are up to date.</p> <p>Ensure your vehicle is clean, serviced and MOT'd as required.</p> <p>Ensure all KPI's are met including productivity levels, quality of work, 'right first time' and appointments kept.</p> <p>Ensure that all work is conducted within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.</p> <p>Ensure that you comply with all appropriate legal &amp; statutory regulations and best practice.</p> <p>Promote effective communications &amp; excellence in customer service.</p> <p>The post holder may also be required to undertake other duties and responsibilities not listed in this job description from time to time according to the needs of the business as directed by the IHMT Manager and Supervisors.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.</p>
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<b>Education, Qualifications and Training</b>	<p>Possess an NVQ Level 2 or City and Guilds, hold current accreditation on the requirements of BS 7671 17th Edition, and be fully conversant with the current IEE Wiring Regulations Certificate.</p> <p>Hold BS 2391/2394/2395 Inspection and Testing.</p> <p>Full, current UK manual driving license.</p> <p>Ability to demonstrate a level of numeracy and literacy to the equivalent of Level 2 English and Math's.</p>
<b>Knowledge and Experience</b>	<p>Experience as NICEIC 17th Edition qualified engineer.</p> <p>Excellent technical ability, with good knowledge of the appropriate</p>

	<p>quality standards and building regulations.</p> <p>Able to demonstrate Basic Health and Safety knowledge</p> <p>Practical experience in operating hand tools and light machinery</p> <p>Level 3 qualified, able to sign off work and provide electrical certificates.</p> <p>Commercial and Domestic Electrical experience.</p> <p>Information Technology – prior use, or understanding of mobile PDA devices.</p> <p>Track record of ensuring that work is done correctly on time, first time.</p> <p>Experience of lone working and using own initiative.</p> <p>Understanding of working with a vulnerable client group.</p> <p>Good construction knowledge including health &amp; safety legislation. An understanding of all parts of the building regulations, specifically but not exclusively Part P, associated to electrical work.</p> <p>Able to complete basic tasks using other trade skills. For example, replacement of shower units, immersion heaters, patch repairs to plaster around accessories.</p>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Positive and proactive problem solver with excellent decision-making skills.</p> <p>Commitment to delivering a high quality service.</p> <p>Ability to work alone, and in a team.</p> <p>Ability to identify building defects and their remedies.</p> <p>Excellent planning &amp; organisational skills.</p> <p>Excellent communication skills and the ability to deal with a wide range of customers.</p> <p>Strong commitment to high quality customer service, and seeks opportunities to improve.</p>

	<p>Will be flexible and adaptable in their approach to work.</p> <p>Strong desire to learn and develop the Midland Heart missions, objectives and values.</p> <p>Will adhere to the Midland Heart dress code. Embraces change.</p> <p>Understanding of and commitment to the principles of equality &amp; diversity.</p>
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