

Role Profile

Role Title:	Electrician
Department:	In House Maintenance Team (IHMT)
Role Purpose:	<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 IET Wiring Regulations.</p> <p>Basic competence of other trades is essential to allow for first time fixes, such as plumbing, carpentry and tiling.</p>
Reporting to:	Technical Maintenance Surveyor
Responsible for:	Apprentice's when required
Disclosure level:	Enhanced
Role Level:	Frontline Worker

Key Role Responsibilities	<ul style="list-style-type: none"> • Must be able to carry out all types of electrical work, including fault finding, maintenance, installation and inspection and testing, within all work streams of the business. • Ensure efficient procurement of any material items. • To ensure all completed works comply with the current regulations and legislative requirements. • Ensure certification is completed to comply with current regulations/building control authorities • Ensure the very best customer experience is received and ensure excellent satisfaction is received. • Participate as an engineer in the delivery of an effective late shift/weekend and out of hours emergency repair service on a rota system. • Ensure that all work conducted is to current health & safety legislation, with method statements and risk assessments undertaken where appropriate. • Commitment to equality & diversity in both the delivery of services and to other staff. • Ensure you perform to or exceed the agreed standards.
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	<ul style="list-style-type: none"> • Ensure you are trained to a suitable standard and that all your accreditations & certification requirements are up to date. • Ensure your vehicle is clean, serviced and MOT'd as required. • Ensure all KPI's are met including productivity levels, quality of work, 'right first time' and appointments kept. • 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. • Ensure that you comply with all appropriate legal & statutory regulations and best practice. • Promote effective communications & excellence in customer service. • 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. • 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.
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<p>Education, Qualifications and Training</p>	<ul style="list-style-type: none"> • NVQ Level 3 Electro-technical Qualification, or equivalent Electrical Installation qualifications (i.e. C&G 2360 Pt1 & Pt2) • BS7671 18th Edition • Suitable Inspection and Testing qualifications (i.e. City & Guilds 2391/2394/2395) • Full, current UK manual driving license. • Ability to demonstrate a level of numeracy and literacy to the equivalent of Level 2 English and Math's.
<p>Knowledge and Experience</p>	<ul style="list-style-type: none"> • Good knowledge of Social Housing and a good understanding of the electrical systems within. • Excellent technical ability, with good knowledge of the appropriate quality standards and building regulations. • Ability to complete relevant electrical certificates and reports to a good standard, both technical and legible. • Able to demonstrate Basic Health and Safety knowledge. • Practical experience in operating hand tools and light machinery. • Commercial and Domestic Electrical experience.

	<ul style="list-style-type: none"> • Information Technology – prior use, or understanding of mobile PDA devices. • Track record of ensuring that work is done correctly on time, first time. • Experience of lone working and using own initiative. • Understanding of working with a vulnerable client group. • Good construction knowledge including health & safety legislation. An understanding of all parts of the building regulations, specifically but not exclusively Part P, associated to electrical work. • Able to complete basic tasks using other trade skills. For example, replacement of shower units, immersion heaters, patch repairs to plaster around accessories.
<p>Role Specific Skills & Behaviours</p>	<ul style="list-style-type: none"> • Positive and proactive problem solver with excellent decision-making skills. • Commitment to delivering a high-quality service. • Ability to work alone and in a team. • Ability to identify building defects and their remedies. • Excellent planning & organisational skills. • Excellent communication skills and the ability to deal with a wide range of customers. • Strong commitment to high quality customer service, and seeks opportunities to improve. • Will be flexible and adaptable in their approach to work. • Strong desire to learn and develop the Midland Heart missions, objectives and values. • Will adhere to the Midland Heart dress code • Embraces change. • Understanding of and commitment to the principles of equality & diversity.