



Job Description and Person Specification

Job details

Job title: Electrical Team Leader

Grade: NNCBAND08

Reports to: Interim Compliance Manager

Responsible for: A team of qualified trades personnel

Directorate and Service area: Adults, Health Partnerships and Housing – Housing Maintenance & Development

Purpose of the job

- To ensure North Northants Council undertakes its duties under the Requirements for Electrical Installations BS7671 2018, 18th Edition and, any future amendments.
- To be responsible for the day-to-day management and delivery of testing, repair and new installation electrical works to the Council's housing stock.
- To manage the inspection, maintenance and repair of properties in order to ensure that properties are maintained or available for letting within target times.
- To achieve agreed performance targets for the management and monitoring of void properties.
- To lead, supervise and monitor progress of the Council's electricians in providing the service.
- To contribute to the development and implementation of cross-cutting corporate initiatives, in line with the Council's 'One Team' philosophy.

Principal responsibilities

- To be responsible for producing and circulating an agreed quality standard for works on occupied or void properties in the Council's housing stock.
- To be responsible for ensuring that the Council legally complies with its responsibilities with regards to carrying out electrical condition surveys on properties in the Council's housing stock.
- To inspect the electrical installation within properties and organise a schedule of works so that the property meets the quality standard.
- To be responsible for the supervision, line management and direction of the Council's electricians and contractors working for the Council's Housing service. To include

performance management, absence management and the management of conduct and capability.

- To arrange for works orders to be issued to contractors.
- To be responsible for post inspection of properties ensuring that work has been completed to the correct standard in a timely way and within budget.
- To provide progress reports on the management and performance of the electrical service to the Interim Strategic Lead for Housing Maintenance & Development and Interim Compliance Manager.
- To assist in the provision of an effective and efficient emergency service by ensuring that sufficient trades people are appropriately skilled and available to carry out the requirements of the service.
- To ensure that all statutory requirements, standing orders, contract regulations, financial regulations and other relevant requirements are adhered to in the management and maintenance of the repairs service.
- To provide information in relation to any complaints or enquiries from customers, Members or the Senior Management Team.
- To ensure the effective and expeditious implementation of relevant legislative changes regarding electrical works as they affect the Council.
- To design, advise, inspect and maintain all electrical equipment, including organising and administering maintenance contracts for the Council's housing stock, including the purchase of specialist equipment where necessary.
- To undertake the design and implementation of electrical schemes for the Council's housing stock including surveys, preparation of specifications, management of schemes and budgetary control.
- To work with Project Surveyors on capital programmes with regards to electrical works.
- To advise and support colleagues on electrical works as required.
- To organise the testing of electrical equipment in all Council housing across North Northamptonshire and equipment used by the Housing Maintenance & Development team.
- To prepare estimates for the Council's capital and revenue programme and to utilise the Council's financial management system where appropriate.
- To arrange (in conjunction with Tenancy Services) the supply, installation, maintenance and repair of an emergency call care and life-line system in people's dwellings, including explaining their use to residents.

- To arrange (in conjunction with Tenancy Services) the supply, installation, maintenance and repair of CCTV systems as required within the Council's housing stock.
- To arrange (in conjunction with Tenancy Services) the supply, installation, maintenance and repair of TV reception systems as required within the Council's housing stock.
- To undertake site visits as necessary to fulfil responsibilities.
- To respond appropriately to customer enquiries and provide accessible customer information in a range of media, including by letter, telephone, email and face-to-face (both on site, in the office and through the Customer Service Centre).
- To investigate complaints made in relation to the service provided by the section, or against members of staff under the management of the post holder, and to work in coordination with the Interim Compliance Manager and Interim Business and Supply Manager, to ensure that such complaints are appropriately responded to in a timely manner.
- To identify opportunities to improve customer service, deliver efficiencies and, contribute to the development and implementation of service improvement projects.
- To ensure compliance with the Council's procurement policy and process, including financial standing orders and the Council's constitution.
- To ensure compliance with all Council policies and procedures, with particular reference to the Health and Safety, Equal Opportunities and Communication policies.
- To support the Interim Strategic Lead for Housing Maintenance & Development when the service is being audited and to assist in ensuring that all audit recommendations are completed in a timely manner.
- To undertake other duties, which are commensurate with the salary, skills, knowledge and experience of this post, as and when required by the Interim Compliance Manager.
- To coordinate and participate in the Council's emergency call-out service on a rota basis.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



Person Specification

Attributes	Essential criteria	Desirable criteria
<p>Education, Qualifications and Training</p>	<p>Relevant Degree or evidence of equivalent experience in the building industry but must have –</p> <p>City and Guilds 2382-18 : Requirements for Electrical Installations Level 3 BS7671 2018, 18th Edition.</p> <p>To be competent to carry out all electrical works required, including inspection and testing –</p> <ul style="list-style-type: none"> • City and Guilds 2391 : Inspection, Testing and Certification Level 3. <p>Willing to undertake training as and when required to cover changes in regulation and legislation.</p>	<p>CIOB/RICS or equivalent.</p> <p>Membership of a regulatory body in the electrical industry, for example NICEIC.</p> <p>NVQ Level 2 in Customer Care.</p> <p>AM1 (Achievement Measurement 1).</p> <p>AM2 (Achievement Measurement 2).</p>
<p>Experience and Knowledge</p>	<p>Minimum of 2 years' experience of maintenance in a local authority or housing association.</p> <p>Experience of line managing qualified trades personnel.</p> <p>Trade background with a wide knowledge of the building industry, specifically electrical works.</p> <p>Previous experience of working in the residential electrical installation profession.</p>	<p>Experience of day-to-day repairs, void property repairs and improvement works management within a local authority or housing association.</p> <p>Site supervision experience to Clerks of Works level.</p> <p>Experience of managing staff in the areas of performance, conduct, capability and absence.</p>

Attributes	Essential criteria	Desirable criteria
Ability and Skills	<p>A commitment to providing excellent customer service – being responsive, flexible, and dedicated to ‘getting it right first time’.</p> <p>A dedication to being your best at all times – being professional, pro-active and open to new ways of working.</p> <p>An enthusiasm for team working – being collaborative, innovative and showing support and respect for colleagues.</p> <p>Ability to motivate, manage and supervise tradespeople.</p> <p>Ability to plan and manage maintenance works.</p> <p>Able to communicate effectively and courteously with customers.</p> <p>Fluent in the English language.</p> <p>Problem-solving skills.</p> <p>Able to work under pressure and meet agreed deadlines.</p> <p>Ability to plan and prioritise own workload.</p> <p>Influencing and negotiating skills.</p>	

Attributes	Essential criteria	Desirable criteria
	<p>Excellent verbal communication and presentation skills.</p> <p>Able to produce clear, concise and persuasive written reports and letters on complex issues.</p> <p>Good IT and keyboard skills, including experience of spreadsheets, word processing and mobile working.</p> <p>Working knowledge of health and safety regulations.</p> <p>Ability and willingness to take part in the council's emergency call out rota / procedure.</p>	
Equal Opportunities	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	
Additional Factors	<p>Full driving licence and access to a car for work.</p>	