ROLE PROFILE

Electrical Supervisor

Grade	Contract Type
E	Regional Worker

Operations Manager
↓
Principal Electrical Manager
↓
Electrical Supervisor
↓
Electricians

Department

Repairs & Maintenance → **Electrical Team**

Role Overview

Support the Principal Electrical Manager with the management and delivery of an electrical maintenance service across all work streams and geographic areas.

Ensure an excellent and high-quality service to our customers through the delivery of an effective, efficient, and economic service, exceeding service standards and within budget.

This post is subject to a BASIC DBS check

RESPONSIBILITIES

- Responsible for managing electrical repairs delivered via in-house Operatives, maximizing the output and productivity of the team and, where YHG don't employ that skill set, approved sub-contractors.
- Responsible for the direct line management of electricians ensuring focus and priorities achieve the service aims.
- Provide updates on changes to legislation, good practise guidance and mentoring including delivery of Tool Box Talks.
- Carry out Quality Supervision in relation to the standard of work completed and electrical certification ensuring that the correct level of supervision is in place across the team.
- Ownership of Operative productivity and performance improvements. Robust and rigorous management of poor performance, aligned with encouragement and praise for excellent service.
- Model a continuous improvement culture where customer service, productivity and excellent performance are key drivers.
- Monitor and report on the performance of your team, to ensure objectives are achieved. Providing regular data / information / reports to the Principal Electrical Manager highlighting trends or patterns for service improvements
- Ensure that properties remain safe and compliant by completing Electrical Installation Condition Reports and associated remedial works in line with BS: 7671, as amended, and best practice guides.
- Ensure a Health & Safety culture is maintained across in-house teams and sub-contractors, including holding monthly subcontractor performance meetings, monitor contractor performance, full compliance with training, record keeping, CDM regulations and overall HSQE performance.
- Work with other colleagues and teams within repairs and across the business to ensure good quality service.
- Manage customer complaints from receipt to completion when service is not delivered to expected standards. Ensure root causes are understood, and lessons learnt are acted upon, applied, to drive positive cultural and process change.
- Undertake additional duties appropriate to the role and/or grade.

Our values



STRENGTHS

- Customer focused and ability to be able to drive effective customer service and supervise a team.
- Ability to problem solve effectively to ensure the best outcome.
- Customer first and right first-time focus
- Able to build and maintain positive relationships with others to achieve results.
- Able to complete tasks accurately and on time when working under pressure.
- Able to maintain excellent attention to detail

ESSENTIAL REQUIREMENTS

- ✓ Full UK driving license.
- ✓ Electrical NVQ Level 3 or equivalent
- ✓ Team Management experience
- ✓ City & Guilds 18th Edition BS7671
- ✓ 2391 – 52 Electrical Inspection & testing Qualification
- ✓ Proficient in the use of Microsoft office

BENEFICIAL TO THE ROLE

- ✓ Relevant sector/Social Housing experience
- ✓ Principal Duty Holder Experience
- ✓ Proficient in the use of housing applications