**ROLE PROFILE**

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| **Job Title:** **Electrical Supervisor** | **Role Reports to:** **Electrical Qualifying Supervisor** | **Business Function:** **In House Contractor** | **Evaluated Tier:**  |

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| **Job Purpose:** Assist the Electrical Qualifying Supervisor to ensure compliance with the rules of enrolment regarding the NICEIC (National Inspection Council for Electrical Installation Contracting). Ensuring all work streams, including Responsive Repairs, Voids and Planned works, are completed to the highest of standards, are in line with Service Level Agreement’s and meet the requirements of both Statutory and Non-Statutory regulations. The Electrical Supervisor fulfils a critical role carrying out Quality Assurance Assessments ensuring the roles and responsibilities of Trade Operatives (including subcontractors) are adhered to and certification and reports are completed to the required standard.  | **Key Competencies:*** Flexibility & Resilience
* Meeting Customer Needs
* Interpersonal Understanding
* Results Focus
* Problem Solving & Decision Making
* Building Relationships
* Innovation
* Future focus
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| **Key Responsibilities:**1. Co-ordination of site visits and demonstration of the company’s capabilities during the annual visit from the NICEIC.
2. Management, verification and countersignature of all electrical certification associated with all electrical works carried out
3. Delivery of any technical updates, company procedures and other information to the electrical operatives.
4. Supervision and coordination of electrical operatives on the projects
5. Provide technical support to employees where required.
6. Completion of Audits and Quality Inspections for Direct Workforce and c
7. Completion of Audits on Supply Chain Partners and collation and checking of appropriate documentation in accordance with Company Policy and requirements.
8. Meet with Client representatives to provide clarification regarding certification and specifications of work.
9. Maintain the electrical operational systems and processes necessary for the efficient and effective delivery of the contract.
10. Ensure subcontractors and direct workforce have received/receive the appropriate electrical training commensurate with the required work activities.
11. Ensure all activities meet with requirements for quality management, health and safety, legal stipulations, environmental policies and general duty of care – Seeking further advice where appropriate.
12. Carry out supervisory meetings and monitor performance.
13. Responsible for the internal calibration checks of all test instruments and recording the results on the appropriate database.
14. Carry out a daily visual inspection of the works completed, dealing with and/or reporting any issues identified.
15. Escalate any issue of concern/potential concern to the Electrical Qualifying Supervisor as required to ensure a pro-active approach is maintained and service delivery is not impacted.
16. Lead, motivate and direct your teams on all work streams to ensure high working standards.
17. Maintain high levels of Health and Safety on site at all times.
18. Ensure daily inspections are completed on Trade Operatives / nominated sub-contractors.
19. Liaise with the schedulers to implement the most efficient and profitable daily plan for operatives to deliver.
20. Work with the wider team to aid future decision making and possible improvements to service levels.
21. Adhere to agreed works planning and scheduling processes to achieve desired results.
22. Carry out frequent audits on materials used/booked out against work executed.
23. Take ownership for the swift and effective resolution of customer complaints – escalating issues to the Electrical Qualifying Supervisor.
24. Undertake training with operational employees when instructed i.e. tool box talks, Company updates etc.
25. Liaise with other Supervisors / Managers to effectively resolve any cross managerial issues within the contracts.
26. Ensure all works/requested information i.e. photographs, follow-ons, material requirements allocated to operatives/trades through the Company’s IT system are correctly carried out.
27. Maintain safe systems of work in accordance with Fix360 policies and procedures and relevant legislation / regulation.
28. Ensure that equipment is used, maintained, cleaned and stored correctly and safely at all times.
29. Under Undertake additional duties appropriate to the role and/or grade
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|  | **Essential** | **Desirable** |
| **Knowledge** | * Conversant with the Electricity at Work Regulations, current edition of BS7671 and Codes of Practice and guidance documents relevant to domestic and commercial applications.
* Up to date relevant knowledge of Health & Safety legislation
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| **Skills** | * Excellent communication skills
* Ability to use Word & Excel
* Self-motivated and able to meet deadlines
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| **Experience**  | * Experience of supervisory or managerial responsibility for the technical standard of electrical installation work.
* Experience of being an NICEIC Qualifying Supervisor.
* Experienced in the inspection, testing, verification, certification and reporting procedures for domestic and commercial applications.
* Experience in a customer facing role
* Experience of delivering building maintenance activity
 | * Experience in the mobilisation and management of domestic and commercial electrical projects (e.g. materials ordering and labour resourcing/assignment).
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| **Qualifications/Education** | * Electrically qualified to meet the requirements of the NICEIC Qualifying Supervisor
* National Vocational Qualification (NVQ)/Scottish Vocational Qualification (SVQ) Level 3 in Electrical Installation Work (or equivalent experience)
* City & Guilds 2381 (18th Edition) certificate
* City & Guilds 2391 or 2394 & 2395 (Inspection, testing & certification) certificate
 | Scaffold inspection ; Gas Safety Awareness Asbestos Awareness ; Safe working at height Site Management Safety Training Scheme(SMSTS)/Site Supervisor Safety Training Scheme (SSSTS)Manual Handling ; First AidControl of Substances Hazardous to Health (COSHH) |
| **People Management Responsibility?** | Line management responsibility, including coaching, development and performance management. |
| **Budgetary Responsibility?** | No budgetary responsibility |
| **Key Relationships (internal/external)** | The ability to work alongside 3rd parties |
| **Safeguarding of Children Young people and Vulnerable Adults** Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty. |

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| **Key Role Performance Indicators**  |
| **General KPIs**1. Reduction in Sickness Absence levels
2. Increase Operative Productivity
3. Delivery of staff one to ones
4. Delivery of site audits
5. Health and Safety KPIs and compliance

**Operational KPIs**1. Average number of jobs per day
2. Percentage no access rates
3. Customer complaints/Customer compliments received
4. Percentage recalls and “follow-ons”
5. Near misses reported
6. Downtime/productive time
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| **Date Role Profile Created/Updated:**  | **March 2019** |