**ROLE PROFILE**

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| **Job: Electrical Qualified** **Supervisor** | **Reports to: Operations Manager** | **Tier: 4R** |

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| **Job Purpose:** A NICEIC (National Inspection Council for Electrical Installation Contracting) Qualified Supervisor assisting the Contract Manager to ensure all electrical work is carried out to the highest standards on all Responsive, Voids and Planned maintenance works streams. The Electrical Qualified Supervisor fulfils a critical role carrying out Quality Assurance Assessments ensuring the roles and responsibilities of Trade Operatives (including subcontractors) are adhered. | **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:*** Coordination of site visits and demonstration of the company’s capabilities during the annual visit from the NICEIC.
* Management, verification and countersignature of all electrical certification associated with all electrical works carried out
* The delivery of any technical updates, company procedures and other information to the electrical operatives.
* Supervision and coordination of electrical operatives on the projects
* Providing support, mentoring and continual guidance for the team, reporting back to the Contracts Manager when required
* Carry out regular Quality Control checks of works carried out by both Direct Workforce and subcontractors
* Provide technical support to employees where required.
* Completion of Audits and Quality Inspections for Direct Workforce.
* Completion of Audits on Supply Chain Partners and collation and checking of appropriate documentation in accordance with Company Policy and requirements.
* Meet with Client representatives to provide clarification regarding certification and specifications of work.
* To maintain the electrical operational systems and processes necessary for the efficient and effective delivery of the contract.
* Ensure subcontractors and direct workforce have received/receive the appropriate electrical training commensurate with the required work activities.
* 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.
* Carry out supervisory meetings and monitor performance.
* Be responsible for the internal calibration checks of all test instruments and recording the results on the appropriate database.
* Maintain minimum resource levels to achieve internal commercial and safety targets without compromising customer requirements
* Carry out a daily visual inspection of the works completed, dealing with and/or reporting any issues identified.
* Escalate any issue of concern/potential concern to the Contracts Manager as required to ensure a pro-active approach is maintained and service delivery is not impacted.
* Lead, motivate and direct your teams on all work streams to ensure high working standards.
* To ensure daily that the contract is delivered to the specific contractual requirements.
* Maintain high levels of Health and Safety on site at all times.
* Ensure daily inspections are completed on Trade Operatives / nominated sub-contractors.
* To liaise with the schedulers to implement the most efficient and profitable daily plan for operatives to deliver.
* Take responsibility and liaise with management to resolve any disparity in KPI results (internal performance V’s external). Recommend necessary changes to improve performance based on analysis of weekly/daily Key Performance Indicator statistics.
* Work with the wider team to aid future decision making and possible improvements to service levels.
* Adhere to agreed works planning and scheduling processes to achieve desired results.
* Carry out frequent audits on materials used/booked out against work executed.
* Take ownership for the swift and effective resolution of customer complaints – escalating issues to the Contracts Manager where appropriate.
* Undertake training with operational employees when instructed i.e. tool box talks, Company updates etc.
* Liaise with other Supervisors / Managers to effectively resolve any cross managerial issues within the contracts.
* 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.
* Maintain safe systems of work in accordance with Fix360 policies and procedures and relevant legislation / regulation.
* Ensure that equipment is used, maintained, cleaned and stored correctly and safely at all times.
* Undertake any other duties as reasonably requested by your Line Manager.
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|  | **Essential** | **Desirable** |
| **Knowledge skills & experience** | Experience of supervisory or managerial responsibility for the technical standard of electrical installation work.Conversant with the Electricity at Work Regulations, current edition of BS7671 and Codes of Practice and guidance documents relevant to domestic and commercial applications.Well versed in the inspection, testing, verification, certification and reporting procedures for domestic and commercial applications.Suitable experience in the mobilisation and management of domestic and commercial electrical projects (e.g. materials ordering and labour resourcing/assignment). Experience in a customer facing role Excellent communication skillsAble to use Word & Excel Self motivated and able to meet deadlinesExperience of delivering building maintenance activityUp to date relevant knowledge of Health and Safety legislation |  |
| **Specific Role Accountabilities for People, Finance and Policy** (i.e. accountability for managing a team/ budgets etc.) | Accountability for managing/supervising a team and providing support to the business  |  |
| **Key Relationships (internal/external)** | The role requires a strong customer service mentality, team work and the ability to work alongside 3rd parties. |  |
| **Qualifications** | Electrically qualified to meet the requirements of the NICEIC Qualifying SupervisorNational Vocational Qualification (NVQ)/Scottish Vocational Qualification (SVQ) Level 3 in Electrical Installation Work (or equivalent experience)**OR**City & Guilds 2360 Part 2 (Electrical Installation Competencies) certificate **OR**Scottish Vocational Education Council (SCOTVEC)National Certificate in Electrical Installation**OR** Equivalent electrical installation qualificationCity & Guilds 2380 or 2381 (\*2) (16th Edition) certificateCity & Guilds 2391 (\*3) (Inspection, testing & certification) certificate | Scaffold inspectionGas Safety Awareness Asbestos AwarenessSafe working at height Site Management Safety Training Scheme(SMSTS)/Site Supervisor Safety Training Scheme (SSSTS)Manual handlingControl of Substances Hazardous to Health (COSHH)First Aid |