

## JOB DESCRIPTION

<b>Role description:</b>	Electrical Supervisor and NICEIC Principal Duty Holder
<b>Grade:</b>	H
<b>Number of posts:</b>	1
<b>Service/Team:</b>	Property Services, Maintenance Department

<b>Service / function Context</b>
<p>The overall responsibilities of the service/function are:</p> <p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Understanding of customer need</li> <li>• Manage the service across different sites ensuring standards of delivery, sharing best practice and optimising resourcing capacity</li> <li>• Manage more complex cases and projects</li> <li>• Develop tools, guidance notes and enable team to widen knowledge</li> <li>• Finding solutions and proposing options</li> <li>• Promotes new ways of working</li> <li>• Responsible for multiskilling the team</li> <li>• Supports planned and reactive projects</li> <li>• Credible with senior internal and external stakeholders</li> <li>• Trusted and highly autonomous</li> <li>• Accountability for quality and quantity of work within the team</li> <li>• Setting clear targets and objectives for the service</li> <li>• Proactively managing work flow, priorities and performance across the service</li> <li>• Manage, coach and develop the teams' skill levels</li> <li>• Establish and maintain effective partnerships within the council</li> <li>• Implement and monitor strategy, policy, service and financial plans and the budget, to provide best value for the Council</li> <li>• Ensure effective deployment of resources</li> </ul>

- Develop strong working partnerships both internally / externally
- Act as a best practice Champion, identifying and implementing opportunities to improve customer satisfaction and the innovative use of resources in realising efficiencies across the service
- You will be required to work on an out of hours' Management rota on a rotational bases in line with business need

### **Job Purpose**

Specific duties and responsibilities include:

#### **Role Specific Responsibilities:**

1. This role is responsible for all electrical matters in Council housing stock, specifically for our internal teams. Ensuring all responsibilities for which the post holder is responsible are carried out in accordance with current Legislation, Government Policy, Regulatory Requirements, approved Codes of Practice and guidance, and align with the Council's Corporate Plan, Business Plans and Service Plans.
2. Provide effective management within their team which delivers an efficient Electrical Programme service that is customer focused, delivers value for money and maintains properties to an appropriate standard.
3. Manage external contractors to deliver excellent performance at all times for all workstreams allocated to their team.
4. Actively engage with residents in relation to their team's projects and assist in continually improving resident satisfaction with service delivery.
5. Assist in procurement activities for all Electrical Programmes to be allocated to their team.
6. Ensure accurate records are kept for all Electrical Programmes allocated to their team and that appropriate reporting systems are in place.
7. Respond to emergencies, on occasion during unsocial hours, and participate in a Rota to provide response cover.
8. Contribute to operational risk management activities, within the remit of the post.

9. Actively participate in both corporate and post specific learning and development activities and to continually develop skills and abilities within the role.
10. Set clear standards and performance targets to all Electrical Programmes allocated to their team and monitor and report on progress in meeting them.
11. Carry out and support effective people management including performance management and absence management, coaching, development and mentoring through formal and informal mechanisms for their team.
12. Provide property related guidance and awareness training to service delivery teams.
13. Ensure that subject service requests and complaints in relation to all workstreams allocated to their team are promptly investigated and the finding(s) acted on in a timely and proportionate manner.
14. Identify improvements to processes and systems to ensure the effective and efficient provision of the service in order to meet customer need.
15. Use information technology and digital transformation to deliver an effective, efficient, responsive and e-enabled service.
16. Lead on internal and external audits for all workstreams allocated to their team.
17. Attend meetings with the Council and other organisations, including public groups as required, sometimes outside normal office hours.
18. Be responsible for the effective management of budgets for all workstreams allocated to their team, including monitoring and delivery of required works within budget.
19. Deputise for the Responsive Repairs Manager as and when required.
20. To implement appropriate quality systems, including post inspections of work undertaken, to ensure standards are met for all workstreams allocated to their team.
21. To take responsibility for your own health and safety, and that of anybody else who may be affected by your acts or omissions.
22. Integrate new services, functions, and staff into the team in line with corporate strategies and any future service change.
23. Any other reasonable duties of a similar nature.

Specific requirements for this post:

### **NICEIC Principal Duty Holder Responsibilities**

The Principal Duty Holder is a person appointed by the business with responsibility for the maintenance of the overall standard and quality of the electrical installation work undertaken. Principal Duty Holders also have a responsibility to ensure that employees are competent to carry out the range of work required of them.

- Have responsibility for all matters relating to enrolment and be the main point of contact
- Be a full-time manager or employee of the business
- Have responsibility for health and safety and other legal requirements relating to the range of electrical work the business undertakes
- Be responsible for the assignment of electrical work to the Qualified Supervisor(s)
- Ensure that all work undertaken or arranged is carried out by competent persons who are appropriately supervised
- Ensure that the appropriate certificates and reports are issued for all completed electrical work

### **Person Specification**

Specific qualifications, knowledge, and skills required for this role:

#### **Essential**

#### **Knowledge**

- Competent in the use of Microsoft Office.
- Principles of good customer service.
- Values and promotes equality and diversity
- Understand the principles of data protection.
- Demonstrates a range of management skills- able to deploy resources and staff, manage change and respond flexibly.
- Organised, conscientious, energy, drive, confident and assertive.
- Knowledge and understanding of Health & Safety legislation and requirements.
- A demonstrable track record and consistent achievement at professional level within an organisation of comparable scope and complexity.
- Able to demonstrate understanding, experience and knowledge of policy and activities within your area of expertise.

- Relevant local government experience and understanding of the whole local government sector and its current challenges.
- Facilitates organisational, individual and personal learning and development.
- Political sensitivity and commitment to public service ethos.
- Experience with working with elected members, or in a political environment.

### **Skills and Abilities**

- Able to demonstrate a strategic thinking capacity and be proactive in developing and implementing continuous improvement across the service.
  - Ability to manage using objectives, targets, performance management, problem solving and project management.
  - Numerate and analytical with the ability to interpret, analyse and extract relevant information from complex reports and translate these so they are capable of being understood by a wider range of people.
  - Able to prepare and present reports on general and specific related matters to non-experts in a clear and comprehensible manner.
- 
- Excellent communication skills both written and oral, with a good telephone manner
  - Good interpersonal skills.
  - Flexibility and ability to multi-task.
  - High level of accuracy and attention to detail.
  - Ability to work under pressure.
  - Problem solving & decision making.
  - Team player.
  - Persuasive and encouraging -adopting a coaching style to enable customers.
  - Ability to lead, motivate, enthuse, inform and develop others to improve capability levels within the team.
  - Ability to manage using objectives, targets, performance management, problem solving and project management.
  - Numerate and analytical with the ability to interpret, analyse and extract relevant information from complex reports and translate these so they are capable of being understood by a wider range of people.
  - Able to prepare and present reports on general and specific related matters to non-experts in a clear and comprehensible manner.
  - Ability to interpret key data and identify trends.

### **Qualifications**

- Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics)
- Evidence of continuing development of professional and

management skills, e.g. through training, qualification and/or experience.

- Apprenticeship served to at least Level 3
- 18<sup>th</sup> Edition
- Inspection and Testing Certificates
- Site Supervisor Safety Training Scheme (SSSTS)
- NICEIC trained
- Relevant professional qualification or experience.
- Qualified to degree level or equivalent.
- Membership of a professional body, where such a relevant body exists
- Site Manager Safety Training Scheme (SMSTS)

### Career graded posts

This post does not form part of a career grade.

### Supporting Information

#### Driving classification

##### Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

##### Regular Driver

Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.

##### Required Driver

Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

Employees should refer to the Corporate Driving at Work policy for further information.	
---	--

<b>Political restriction</b>	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

<b>Professional fees and related occupational costs</b>	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

<b>Clearances – Disclosure &amp; Barring Service (DBS)</b>	
<b>This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.</b>	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an <b>Enhanced</b> DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a <b>Standard</b> DBS check	<input type="checkbox"/>
The role requires a <b>Basic</b> DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input checked="" type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input type="checkbox"/>

## Safeguarding

Somerset West and Taunton Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.





