

## Electrical Team Leader

<b>Level:</b>	Grade 8
<b>Team:</b>	Mechanical and Electrical
<b>Line Manager:</b>	Assistant Delivery manager
<b>Responsible for:</b>	Electrical and multi trade workforce plus subcontractors as allocated to the post holder

### About the Job

- Take a lead role in organising and controlling an efficient and cost-effective Specialist Service for allocated areas of responsibility using direct labour and sub-contractors or agency staff.
- Responsible for delivering an effective property maintenance and improvement scheme of work, with particular responsibility for electrical repairs, improvements and full new installations, electrical testing of occupied and void properties and developing larger contracts.
- Promoting the service in a manner consistent with our values ensuring a high standard of customer care is always achieved.

### You'll be trusted to

- Manage a team of Electricians, motivating them effectively to deliver results in line with agreed and established targets, Key Performance indicators and budgets.
- Attain Qualifying Supervisor status under the NICEIC Approved Contractor Scheme.
- Ensure high levels of productivity whilst adhering to health and safety policies and procedures and maintaining high levels of quality to meet customer satisfaction.
- Plan and promote multi-skilling, ensuring the service's flexibility and development to sustain current employment levels.
- Recommend changes to policy and procedures in line with regulation and statutory changes, to keep Vico Homes at the forefront of technological/compliance related advancements, to aid effective and efficient working.
- Ensure all aspects of work within the sphere of control of this post are carried out in accordance with the organisation's policies and procedures.
- Be expected at times to work flexibly to meet the needs of the business or attend emergency situations should they arise.
- Deliver services in a manner which supports Vico Homes brand and enhances the organisations reputation.
- Take responsibility for specific projects and / or ongoing areas of contract work within Customers and Communities leading both small and medium size teams.
- Take responsibility for the production, implementation and control of effective and efficient manual and computerised record systems and procedures for all current work streams

- Apply and ensure that all appropriate Health and Safety regulations, codes of practice and procedures relevant to Customers and Communities are carried out and communicate and advise where necessary to other employees their responsibilities in this area.
- Support the management team within Customers and Communities in the monitoring and reviewing of employee's absence levels in line with the appropriate policies.
- Adhere to and apply to relevant wiring regulations (BS7671 2018), legislation, and organisation policies and procedures as appropriate.
- Organise and control efficiently and cost effectively, electrical maintenance and repair requests and planned maintenance / improvement works.
- Ensure proper and direct attention to the categorisation of all work orders to achieve completion before the specified date including appointments system and electrical targets plus implementing measures to maximise outputs.
- Ensure that electronic records are kept of all plant and equipment and regularly checked to ensure safety standards comply and that all operatives are trained in its use in line with the agreed skills matrix record.
- Have supervisory responsibility for all transport being used by operatives you are responsible for including hire vehicles when being utilised within the area of operations, and that all safety checks and regulations are complied with.
- Participate in the operation of the electrical repairs, maintenance, cyclical maintenance and improvement operations, salary schemes including review, maintenance and control and to carry out investigations where directed into queries or problem areas.
- Order housing repairs as necessary and ensure that good quality work is provided at all times by the workforce including joint inspections as necessary to determine and ensure that good standards are maintained.
- Ensure through the team approach that emphasis is placed and developed within the team of a 'customer focused' organisation ensuring that training and development plans are formulated and implemented to meet the needs of the service. and
- Ensure that performance and development conversations and absence management meetings are carried out in line with Vico Homes policy and procedure. Where required this will include investigations and Disciplinary hearings.
- Supervise electrical teams and/or sub-contractors as required to deliver a customer focused service as necessary.
- Undertake any other duties commensurate with the overall purpose of the job and the grade including being aware of and complying with organisational policies and procedures.

### Who you'll work with:

**Internal:** All Vico Homes colleagues, Trade Unions, Elected board members.

**External:** All stakeholders of Vico Homes, Suppliers, Regulatory / Accredited Bodies, External Organisations include. NHS, Private Tenants, Other Contractors

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
NVQ Level 3 Diploma in Installing Electrotechnical Systems and Equipment including AM2 or equivalent recognised City and Guilds qualification.	✓		AF / CQ
18th edition BS7671 2018.	✓		AF / CQ
A management or supervisory qualification or a willingness to work towards.	✓		AF / I / CQ
Electrical inspection, testing and commissioning qualification, 2391 or equivalent.	✓		AF / CQ
Attain a valid ECS card.	✓		AF / I / CQ
Experience of, and significant success in, establishing and maintaining effective performance measures that have returned continuous improvement in service delivery.	✓		AF / I
Evidence of highly effective communication skills with employees, managers, tenants and stakeholders.	✓		AF / I
Able to demonstrate effective organisational management skills in the application of employee development practices and procedures.	✓		AF / I
A confident, independent and effective decision maker.	✓		AF / I
Able to work as part of a team to deliver targets.	✓		AF / I
Knowledge and understanding of new electrical installations plus repair and maintenance issues.	✓		AF / I
Evidence of the effective use of computerised management information systems for the monitoring and control of work processes and procedures.	✓		AF / I
Experience in solving electrical building defects and able to apply remedies.	✓		AF / I
Good awareness of Health and Safety Legislation and Management.	✓		AF / I
Experience of working within a customer focused environment and dealing with a wide range of situations.	✓		AF / I
Able to maintain service delivery with a flexible approach to cross sectional working.	✓		AF / I
Commitment to diversity and inclusion initiatives.	✓		AF / I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
Empathy with the social aims and values of the organisation.	✓		AF / I
Commitment to quality customer service and continuous improvement.	✓		AF / I
Able to work as part of a team to deliver targets.	✓		AF / I
Self-motivated to work without supervision and able to motivate others to achieve targets and deadlines.	✓		AF / I
Full valid UK driving licence and ability to travel throughout Yorkshire and to other locations as required by the organisation.	✓		AF / CQ
Ability to work on a flexible basis to meet the needs of the business and customers.	✓		AF / I
The post holder may be required to work outside normal office hours including some weekend working.	✓		I
Willingness to undertake any necessary training.	✓		AF / I
Line management experience		✓	AF / I

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

**Our values**

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:

