ROLE DESCRIPTION: Electrician (Multi Skilled)

Reports to: Operations Team Manager/ Electrical Compliance Team Manager/ M&E Compliance Team Manager

Responsible for:

- Carrying out improvement, repair and installation activities in a way that sustains high levels of quality and customer satisfaction within multi skilled right 1st time culture
- Working in a collaborative way providing support and assistance to colleagues, staff, other departments, sub contractor's and customers throughout the repairs process

- Delivering a complete range of electrical duties, including improvement, compliance testing and repair work activity. Carried out to Karbon and recognised industry standards of compliance, quality and productivity
- Providing excellent service standards to internal and external customers in all aspects of maintenance related work

Role purpose:

To be a reliable and enthusiastic Electrician (Multi Skilled). Committed to providing the highest possible standard of repairs, maintenance and installation works. Undertaking all aspects of the electrical role, using a multi – skilled whole job repair approach.

To be responsible and accountable for delivering the highest possible standard of customer service to both internal and external customers in all aspects of the electrical role.

Act as a positive and reliable member of the Property Services team, collaborating with other colleagues and stakeholders

Support a culture that delivers high levels of individual and team performance and service excellence,

To represent the organisation in a professional and positive way, living and promoting the Karbon values and its brand

Key responsibilities:

Teamwork:

1. Contribute to the success of your team through the delivery of an efficient, customer focussed repairs service and as part of the Property Services Team.
2. Collaborate with, and support others in the team, creating a positive team environment that enables everyone to perform at their best.
3. Act as a role model for the Group's values and culture.
4. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.

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Delivery:

5. Undertake all aspects of the electrical role, in a way that is agile and flexible. Adopting a multi – skilled whole job repair approach to the work, that achieves Karbon and recognised industry standards of compliance, quality and productivity. This includes undertaking surveys of electrical installations and issues in advance of works being carried out.
6. Take responsibility for individual performance and productivity, and contribute positively to the PDI process
7. Work collaboratively with all managers, colleagues, external contractors, and stakeholders
8. Deliver an excellent level of customer service at all times
9. Provide and maintain effective lines of communication
10. Build and maintain effective relationships through the use of a friendly, respectful, courteous and polite approach and manner to all customers, managers, colleagues and stakeholders at all times
11. To operate ICT hardware and systems in line with protocols, in an effective and efficient way, receiving and updating accurate and relative information when required and in real time.
12. To provide electronic, written and verbal reports as and when required, including completing accurately electrical compliance certification
13. Adhere to all Health and Safety legislation, and risk management processes and procedures that are in place. Working in a way that promotes positively safe working methods and a safe working culture
14. Adhere to all operational protocols and procedures that are in place
15. To be responsible and accountable for all the equipment issued e.g. company vehicle, plant, electronic equipment etc, including undertaking all necessary health and safety checks as required by Karbon
16. To manage issued impressed van stock in an effective and efficient way
17. Participate in the organisations out of hour's service and repairs service, as and when required.
18. Contribute to the continuous improvement of the service, by developing initiatives and working positively to champion and implement any new ideas / processes that are introduced
19. Undertake organisational and vocational training as required, and share skills with others including mentoring trainees

The above list is not exhaustive and the post holder will be required to undertake responsibilities and tasks deemed commensurate with the post.

Organisation wide:

1. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.
2. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
3. Ensure that services fully comply with all organisational policy and procedures.
4. Ensure that risks within the directorate's activities are identified, removed or minimised.
5. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
6. Responsible with the Management team for the effective utilisation of Group assets.

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7. Promoting the values of the Group at all times and demonstrating a high level of commitment to equality, diversity and inclusion.
8. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements

The Electrician role is part of the Property Services Team. As with all positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

PERSON SPECIFICATION: Electrician (Multi Skilled)

Experience and qualifications:

a. Experience of working in Social Housing Maintenance environment (D)
b. Experience of collaborating and working as part of an effective team (E)
c. Experience of delivering a high level of Customer Service (E)
d. Completion of recognised Electrical apprenticeship (E)
e. City & Guilds NVQ Level 3 in Electrical Installation / Engineering work including AM2 certificate (E)
City & Guilds 18th Edition IET wiring regulations 2382-10/20 (D)
City & Guilds Inspection and Testing 2391 and /or 2394/5 (D)
Electrical Portable Appliance Testing (D)
f. Experience of delivering works using a multi – skilled whole job repair approach (E)
g. Comprehensive experience of electrical compliance inspection and testing (E)
h. Full, valid UK driving licence (E)

Knowledge:

i. Knowledge of construction related activity (E)
j. Knowledge of Health and Safety legislation in the workplace, applying to self and others (E)
k. Demonstrable and comprehensive working knowledge of housing maintenance in a responsive and void repairs environment (E)
l. Knowledge of current and future challenges facing Social Housing (D)

Skills:

m. Comprehensive electrical fault-finding skills and abilities (E)
n. Good level of written, presentation and interpersonal communication skills (E)
o. Ability to work collaboratively across departments and influence others (E)
p. Ability to think ahead, spot opportunities and take appropriate action (E)
q. Flexible approach and a willingness to adapt to and work effectively within a variety of situations (E).
r. Ability to work individually or as part of a team (E)
s. Ability to use judgement and take ownership of decision making (E)
t. Ability to prioritise workload and work well under pressure to meet targets and deadlines. (E)

Attributes:

u. Transparent and open, acting with integrity and able to build high levels of trust (E)
v. Committed to equality, diversity and inclusion (E)
w. Champions innovation and encourages ideas (D)

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x. Resilient and able to work under pressure (E) y. Collaborative and inclusive (E) z. Actively role model and champion the Karbon vision, values and purpose (E)

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