

Job title:	Electrical Operations Supervisor
Directorate:	Commercial Services
Date written:	January 2022
Notice Period:	One Month
Job grade:	GGs 12
Job code:	6542

Purpose of job

To oversee the delivery of all electrical works across Abri's housing stock, overseeing safe working practices, technical standards, and quality of work to ensure that all properties are compliant, certificated and are maintained to the Abri standard.

To lead and motivate a team of electrical professionals, monitoring performance and productivity whilst ensuring appropriate training, support and qualifications are maintained.

To advocate customer service excellence, leading by example to embed a customer-centric approach. Collaborating with key stakeholders to ensure customer resolution is timely and effective.

Key duties and responsibilities

- To manage and oversee the delivery of electrical installations, responsive repairs and planned works which includes but is not limited to inspection & testing, complete electrical works, heating installations and full property rewires. Striving to achieve first-time fix and remain within budget constraints.
- To act as a Qualified Supervisor (QS) maintaining high standards required to review and sign off electrical certification.
- To update relevant stakeholders of works progress and action taken. In more complex cases to escalate to management to identify the necessary remedial action.
- To ensure that the results of inspection and testing are recorded correctly on the appropriate certificates or reports.
- To validate, compile and sign off reports and certification, ensuring corrective and preventative action is taken where required.

- To complete and maintain records accurately in accordance with Abri policies and procedures following the industry standards and requirements, safeguarding all certification, and reporting any loss, theft, or misuse appropriately. Ensuring that all relevant items and records are available for inspection when required by NICEIC.
- To set out jobs from drawings and specifications to establish the requirements of the project and requisition the necessary installation materials and ensure compliance and test systems.
- To comply with health and safety legislation, policies, and procedures in accordance with BS7671 'the performance of the duties of the post'. To include appropriate use of equipment & PPE.
- To own the prompt resolution of customer feedback including complaints within area of responsibility to ensure a high level of customer satisfaction is maintained liaising with appropriate colleagues and customers.
- To optimise trade-staff to meet service requirements across the operating area, ensuring the balance, efficiency and effectiveness of the team is regularly reviewed against productivity targets and performance results.
- To undertake daily monitoring of your area performance, undertaking reviews and collating reports on progress & taking action of any variance from expected standards.
- To proactively support the growth and development of all team members throughout Safer Homes.
- To participate in the out of hours service as a guide to the trades and link to the OOH call centre and escalation paths as required. Provide support to and deputise for the Senior Electrical Operations Manager in their absence, as required.
- To undertake any other tasks commensurate to the role.

Knowledge, skills, and experience required

- Demonstrates supervisory/managerial skills within electrical works or worked within a similar role previously.
- Hold or previously held a "Qualified Supervisors" position with a recognised certificating body (E.g., NICEIC or Napit).
- Previously a registered apprentice or undergone some equivalent method training and have had adequate practical training in electrical installation work.
- Achievement Measurement 2 (AM2) and a qualified Electrician with relevant experience in social housing.

- Qualifications to include City & Guilds 2391, City & Guilds 2360 Parts 1 and 2 or 2351 or 2330 levels 2 and 3 or approved equivalent or NVQ level 3 in Electrical Installation Work or approved equivalent.
- Have achieved their City & Guilds 2394 or 2395 in initial verification, certification, periodic inspection & testing of electrical installations or approved equivalent.
- Demonstrates practical knowledge and competence working as an electrician in the current edition of BS:7671 and inspection, testing and commissioning of installations.
- Full Driving licence and ability to travel with use of own vehicle in a timely and efficient manner to attend customers properties, frequently located in areas not covered by public transport.
- Highly motivated and enthusiastic individual, with the ability to work under pressure and prioritise workloads without compromising on customer service.
- Demonstrates our Values and Behaviours.

Version	Revision date	Summary of Changes	Author
1.1	January 2022	JD Creation	Dave Findlay