**Job Description and Person Specification**

**Employing Authority: Redditch Borough Council**

**Job Title: Electrical Contracts Manager**

**Directorate: E, C, H, P**

**Responsible to: Mechanical and Electrical Manager**

**Grade: 9**

**Responsible for: Electrical Supervisor**

**Hours of Work: 37 hours per week**

**Strategic Purpose:**

Help me to find somewhere to live in my locality.

**Departmental Purpose:**

Help me keep my home in good repair and do sensible things to maintain it.

To understand the needs of our customers and to identify what is required to ensure that customers receive the help/service they need in order to resolve their issue or problem.

Carry out appropriate tasks and to work with in-conjunction with colleagues, 3rd parties, partners and suppliers to deliver the services that our customers want and need.

Adapt to the changing needs of our services and customers.

**Purpose of the Role**

The post holder will be the Council’s Electrical Services Officer responsible for leading on electrical compliance across the council’s housing assets ensuring it complies with all statutory regulations, approved Codes of Practice (ACOP), official guidance standards and best practice.

The post holder will ensure the performance management system is followed to ensure effective compliance is achieved.

The post holder will be responsible for the day to day management of all electrical contracts.

**Main Duties**

* To manage electrical services and contracts across all housing assets.
* To be the responsible person for the delivery of the council’s electrical services statutory compliance function, ensuring the service and work is fully compliant.
* To manage the Councils approach to electrical compliance and H&S risk, ensuring that monitoring and reporting systems are in place to capture, monitor and mitigate against risk.
* To lead on planning scheduling and delivery of the EICR programme and repairs in accordance with the Electrical at Work Regulations 1989 and associated British Standards.
* To maintain Governing Body registration, ELECSA, ECA and promote Electrical best practice throughout Redditch Borough Council.
* To manage the day to day electrical service for all housing assets, monitoring measures and escalating performance issues or compensation events to the Mechanical and Electrical Manager.
* Lead on the development and maintenance of the electrical compliance schedule for housing and corporate assets.
* To assist with the development and the review of electrical related compliance policies and procedures in line with legislation and industry best practice
* To ensure that all electrical works that are carried out ensuring they meet the regulatory guidelines.
* To ensure that all regulatory and legislative responsibilities for, electrical services, electrical fire safety, and other associated electrical services are met.
* To assist with the production of regular assurance reports for senior managers and councillors covering all areas of performance, processes, procedures and statutory compliance responsibilities.
* Developing / identifying, implementing and managing the most effective models for the electrical compliance of the council’s housing assets and procuring contracts to deliver services when required.
* To prepare and monitor the wider electrical compliance risk register.
* To assist the Mechanical and Electrical Services Manager with procurement exercises including drafting specifications and tender documentation.
* To lead, contribute to and participate in Contract Management meetings as appropriate
* To regularly challenge service provision to ensure it complies with best practice and use customer feedback to ensure excellence in service delivery
* To produce operational performance monitoring reports for all relevant work streams. Identify actions needed to improve performance.
* To ensure that customer satisfaction is improved/ maintained by ensuring service standards are achieved.
* To build a professional, competent and customer focused seamless team with electrical contractors.
* Ensuring that all direct reports are managed in a systems thinking way so that they function effectively as a team
* To manage contracts to ensure a consistency of work, excellent customer service, effective planning and prioritising of tasks and will enable efficient delivery of work to meet customer demand
* To undertake enforcement action relating to electrical supply as required.
* Undertake regular contractor meetings and briefings and attend relevant training courses when required
* To collaborate with other service areas, other councils and external partners to optimise service delivery
* To manage projects, contracts and Service Level Agreements
* Ensuring that ‘system conditions’ as well as ‘working in silos’ are removed in order to develop a team working ethos
* To ensure that measures data is collated, interpreted and used to inform service delivery
* To liaise with customers, partners, colleagues and Councillors and attending meetings when required
* To manage allocated budgets and be responsible for ensuring that financial controls are being adhered to, monitoring budget expenditure and reporting variances
* To review and approve contractor applications for payment to ensure that the work undertaken is what has been billed for.
* To identify, organise, prioritise and carry out specialist training for team members.
* To assist with the co-ordination of works during bad weather conditions
* To work with other service areas and departments to ensure that there is effective systems thinking liaison with regard to strategic purposes that contributes to and or affects service area
* To provide an early warning of problems relating to crime, disorder, anti-social behaviour and environmental crime, and develop, support and deliver community safety initiatives which will reduce these issues

**Other:**

To be fully effective, the role requires interaction of the post holder with colleagues, partners and contractors at a variety of levels, for example:

*Internally:*

* Councillors
* Senior Officers
* Fellow managers within Housing.

*Externally:*

* Contractors and consultants
* Tenants, leaseholders and other customers.
* Professionals from other authorities and organisations who work in partnership with the council.

*Professionally:*

* Participating in national compliance and property groups.
* Participating in the relevant professional body.

The post holder will be responsible for ensuring own personal development and for keeping up to date on current trends in electrical compliance best practice and legislation and providing necessary information and advice to staff, contractors and stakeholders on ensuring compliance is effectively managed to current standards and taking action dependant on the nature of any failure to meet a specific standard.

**Role Principles:**

**I will remember what matters to the tenant / customer by:**

* Aiming to provide tenants / customers with the service that they want and need
* Helping my colleagues and internal customers to sort their tenant / customer requests
* Helping our tenants, residents and visitors to get the service they require
* Avoiding tenant / customer confusion by not passing them around or handing them off to others
* Trusting our tenants / customers
* Being efficient, polite, professional, friendly and cheerful
* Helping others to help themselves if appropriate
* Keeping information confidential and adhering to the Data Protection Act 1998

**I will be available to our tenants / customers when they need me by:**

* Working as a team to provide cover operationally and in the office
* Enable flexible working to ensure we have the right people in the right place at the right time to meet requests.
* Working across various Council sites in both Redditch
* Working with my colleagues to prioritise and manage my workload and tasks in response to the requests
* I will have a flexible approach to work, supporting service change and transformational improvement

**I will support my team members by:**

* Working with them to make sure that we deliver the service our tenants / customers need
* Using my strengths to help others develop
* Talking to others if I have concerns about something not being done right, rather than allowing it to keep happening
* Identifying areas of poor service or service failure and ensuring that remedies are put in place as soon as possible (possible alternative to point below)
* Helping others to understand and work systems thinking way
* Having reflection time with the team to discuss how we are working, what we are doing etc.

**I will always aim to meet tenant / customer’s needs.**

* Understanding what matters to the customer and acting upon it
* Owning the tenant / customer enquiry and doing everything possible to meet our purpose
* Giving accurate information
* Recording accurate information
* Taking responsibility for sharing information
* Working collectively to ensure that we have the right information available
* Making decisions based on the information available in the interest of the tenant / customer
* Ensuring that we meet industry standards and best practice and that we act legally and safely
* Ensuring that any action is not to the detriment of our other tenants / customers
* Ensuring requests for services get to the right organisation if we are not responsible
* Giving the tenant / customer clear information about what will happen and when
* Giving advice about who might be able to help if we are not able to
* Working with other organisations to develop and support the place we are working in
* Identifying the real problem and fixing it once and for all
* Following up enquiries if necessary to check that the tenant / customer received the expected service
* Pulling support from the right ‘expert’ when needed

**I will use and update computer systems and help to develop new ways of working and technology by:**

* Telephone
* IT Systems for recording customer requests and measures
* Email
* Web site
* Paper based systems (i.e. filing)
* Intranet / GIS Systems
* Photocopiers and printers

**I will support the services by:**

* Communicating with tenants / customers, suppliers, contractors, colleagues and Councillors both verbally and in writing
* Organising meetings with 3rd parties, contractors, housing associations, etc.
* Order equipment, plant and PPE
* Handle monies due to the Council for services provided
* Undertake such other reasonable duties

**I will take ownership for developing and improving the system and our work by:**

* Changing the way we work to meet requests
* Taking ownership for developing my skills to meet requests by making sure that I have the right training and knowledge
* Identifying any issues with equipment, plant, vehicles that will help us to meet our customers’ needs
* Sharing knowledge and learning across the whole team
* Working with others to develop a greater understanding of the whole service
* Understanding, identifying and designing out waste steps in the system
* Making changes based on facts and data
* Making decisions, taking the initiative and solving problems
* Attending and contributing to meetings
* Helping to solve system conditions, issues and barriers
* Working with and supporting the management team

**I will support the management team by:**

* Working with them to make sure that we deliver the service our customers need
* Managing staff on a daily basis
* Carrying out return to work sickness interviews
* Carrying out Status/Performance meetings with staff
* Carry out disciplinary investigations
* Dealing with issues within the team
* Working with management and other staff to produce reports from data held to assist with service improvement and project management
* Using the information collected to make informed and intelligent decisions on changes to the services
* Assisting with the monitoring of measures and service standards
* Providing management cover for other areas of the service when required
* Authorising annual leave
* Monitoring and approving any designated departmental budgets, timesheets and purchase orders

**I will measure what is happening in the system to inform further improvements by:**

* Recording data to help us measure our system
* Understanding the type and frequency of all requests
* Understanding complaints, compliments and other feedback from both external and internal customers

**I will make sure that the environment I am working in stays safe by:**

* Complying with the Health and Safety at Work Act 1974 and all council policies and procedures, safe working practices and risk assessments in the delivery of services to our customers.
* Ensuring reasonable care for my own health & safety
* Ensuring reasonable care for the health & safety of anyone who may be affected by my acts or omission
* Reporting all accidents and near-miss incidents immediately
* Provide and maintain safe plant and safe systems of work including ensuring CDM regulations are correctly applied.
* Reporting any repairs and maintenance issues
* Ensuring that I and others have received the correct training
* Provide any information, instruction, training and supervision required to ensure safety
* Ensure that I and others use and maintain all appropriate Personal Protective Equipment
* Ensure safety in use, handling, storage and transport of articles and substance
* Co-operating with my employer or any other person to enable legal obligations to be met
* By not misusing or interfering with anything provided in the interests of health & safety at work
* Maintain the place of work in a safe condition and provide a safe means of access and egress to it
* Provide a working environment that is safe and adequate as regards facilities and arrangements for employee’s welfare
* Carry out duties and responsibilities under the Data Protection Act 1998, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.

All of the above duties must be linked to risk assessments, carried out under the Management of Health and Safety at Work Regulations 1992 (MHSWR).

**Person Specification**

The specific skills, knowledge, abilities, qualifications or behaviours which are needed to effectively undertake the main duties and achieve the job purpose. These will be assessed using the information available from:

1 – Application form

2 – Interview

3 – Exercise (eg psychometric, case study, presentation etc)

4 – Evidence (eg certificate, membership card, course registration etc)

**Knowledge and Experience**

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|  | **Knowledge and Experience** | **Essential / Desirable** | **To Be Assessed By** |
| 1 | At least 5 years’ post qualification experience and related training in Electrical servicing, inspection and compliance in both a domestic and commercial setting  | E | 1,2,4 |
| 2 | An excellent understanding of the electrical compliance requirements across Redditch Borough Council and Public Building stock  | E | 1,2,4 |
| 4 | Degree/HNC or equivalent in relevant property or building services related discipline or extensive experience in a similar role | E | 1,2,4 |
| 3 | Experience of delivering other housing property operations or compliance | D | 1,2,4 |
| 4 | 3 years’ experience of managing staff including performance | E | 1,2,4 |
| 5 | Experience of budget both revenue and capital management | E | 1,2,3 |
| 6 | Experience of Contract Management | E | 1,2,3,4 |
| 7 | Experience of Project Management | E | 1,2,3,4 |

**Qualifications and Professional Memberships**

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|  | **Qualifications and Professional Memberships** | **Essential / Desirable** | **To Be Assessed By** |
| 1 | Recognised Project Management Qualification | D | 1, 4 |
| 2 |  Recognised Health & safety Qualification  |  E | 1, 4 |
| 3 |  C&G 2365 levels 2 and 3, NVQ AM2 or equivalent |  E | 1, 4 |
| 4 | Testing & Inspection: 2391 or 2394/5 |  E | 1, 4 |
| 5 |  Qualified to City & Guilds 2382: 17th (18th) Edition amendment or current edition |  E | 1, 4 |
| 6 | Recognised Quality Assurance/Auditing Qualification or substantial experience | D | 1, 4 |

**Job Specific Skills, Behaviours and Personal Attributes**

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|  | **Job Specific Skills, Behaviours and Personal Attributes** | **Essential / Desirable** | **To Be Assessed By** |
| 1 | Must have excellent communication and interpersonal skills  | E | 1,2,4 |
| 2 | Must be able to deliver excellent customer care and have a clear understanding of how this relates to quality services and delivery standards | E | 1,2 |
| 3 | Must be reliable, a good timekeeper and have evidence of a good attendance record | E | 1,2 |
| 4 | Must be able to carry out manual duties in all weather | E | 1,2 |
| 5 | Must be flexible and have a ‘can do’ attitude and approach in supporting the demands and specific needs of services throughout both authorities  | E | 1,2 |
| 6 | Must be self-motivated, demonstrate initiative and be able to give instruction to colleagues  | E | 1,2 |
| 7 | Must be able to understand detailed verbal instructions and be able to interpret written work instructions, drawings and plans | E | 2 |
| 8 | Must be able to work alone or as part of a team to achieve the aims and objectives of both authorities | E | 1,2 |
| 9 | Must be trained in the use of any powered hand tools, machinery and specialist equipment associated or related to one or more of the services disciplines | E | 1,2 |
| 10 | Fully understands the principles of health and safety and can clearly identify their own responsibilities under the HASW Act 1974 | E | 1,2 |

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| 11 | Fully aware of safe working practices and risk assessments associated with the area of their expertise | E | 1,2 |
| 12 | To have an understanding of Council policies  | D | 2 |
| 13 | Ability to solve problems on own initiative with limited resources using a systems thinking approach | E | 1,2 |
| 14 | Demonstrates an understanding of the importance of excellent Customer Service. | E | 1,2 |
| 16 | Ability to deal with difficult situations and staff issues | E | 1,2 |
| 17 | Experience of using IT systems and databases  | D | 1,2 |
| 18 | Ability to drive and access to a car | E | 1, 4 |