

# Yorkshire Housing Role Profile



**Yorkshire  
Housing**

<b>Job title:</b>	Technical Coach (Electrical)	<b>Leader of others:</b>	N/A
<b>Reports to:</b>	Electrical Team Leader	<b>Contract type:</b>	Mobile
<b>Business Area</b>	Homes and Places	<b>Budget holder?</b>	No

## Job purpose

Reporting to the Electrical Team Leader, the post holder will coach, mentor and undertake quality checks, to ensure electrical work is undertaken in accordance with compliance and statutory standards.

You'll seek to continuously improve our internal processes and procedures through undertaking quality control audits, implementing and monitoring corrective actions. You'll be responsible for managing your workload to ensure these audits are undertaken on time and within relevant deadlines.

You'll be comfortable challenging colleagues when relevant standards are not met and working with Team Leaders to monitor and put in place plans for improving performance.

You'll be a natural coach, and able to explain and communicate effectively, adapting your style to your audience, providing practical technical guidance. You'll play pivotal role in embedding a culture which promotes pride in quality of work and motivates colleagues to deliver a fantastic customer service

## Key responsibilities

- To be responsible for undertaking Quality Control audits of operatives, scoring fairly against criteria and provide consistent evaluation.
- Identifying corrective actions, implement individual improvement strategies and monitoring their progress and satisfactory completion.
- Provide effective feedback and coaching during QC audits in order to support operatives.
- Complete electronic QC sheet and team scorecard and provide a summary report to Electrical Team Leader.
- Work effectively with Electrical Team Leader in the delivery and monitoring of performance management measures.
- Support and administer all industry statutory, legislative, Health & Safety and Corporate inspections as indicated.
- Carry out client inspections when required, providing operational and practical feedback.
- Be a role model for operatives for behaviours, quality, efficiency, compliance and accountability and providing a great service for our customers.
- Work effectively with Electrical Team Leaders to ensure operational effectiveness, business development, the achievement of department objectives.
- To ensure that the work undertaken by Yorkshire Housing and its contractors is compliant with all relevant building regulations and relevant legislation.

- Demonstrate maintaining technical standards and knowledge by successfully completing NICEIC annual audit for Qualified Supervisors and other qualifications as required.
- To ensure that all databases, documentation, certificates and records relating to the Teams Services are maintained accurately and up to date and on time.
- To undertake evaluation and sign off governing body certification where appropriate. Supervise and administer all industry statutory, legislative, Health & Safety and Corporate inspections as indicated.
- To undertake additional training and development where relevant to enhance service delivery.
- Deputise for Electrical Team Leader when required.
- Line Manage a small number of colleagues, such as an apprentice if required.

**The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed.**

## What you'll bring to the role

### The main things:

- Experience of delivering domestic and commercial electrical services, installation, inspection & testing and fault finding
- Demonstrate a thorough knowledge of current Health and Safety best practice
- City & Guilds in a related electrical field to NVQ Level 3/AM2/City & Guilds 18<sup>th</sup> edition (up to most recent amendment)/City & Guilds 2391 or equivalent (Inspection, testing and reporting)
- Thorough understanding of the Wiring Regulations (18<sup>th</sup> Edition) and relevant building regulations
- Intermediate IT skills (Microsoft Office & Smart devices)
- Excellent communication and interpersonal skills
- Ability to challenge, motivate, coach and influence others
- You must have the ability to work outside normal office hours on an occasional basis and a willingness to respond to occasional out of hours emergency calls
- Full driver's license valid for the UK
- An appetite for driving continuous improvements to services and developing others.
- Good organisation and time management skills
- Ability to prioritise, manage your own workload and to meet deadlines

### It would be a bonus if you have:

- Experience or knowledge of social housing
- Experience of supervising domestic and commercial electrical services

### Our values:

Our values describe what matters most to us, and what our colleagues should expect from each other. We're all expected to show how we support and live up to these values in our work.

**Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.

**Be curious** • Think differently • Ask questions • Keep learning.

**Make it happen** • Own it • Do it • Be empowered.

**Achieve impact** • Do things that matter • Deliver results • Show pride and passion.

**Have fun** • Enjoy work • Be yourself • Stay connected.

We want colleagues to feel free to be themselves - so we're all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you'd expect, we're responsible for our own health and safety, following our policies and doing any training needed for our roles.