

# Yorkshire Housing Role Profile

<b>Job title:</b>	Electrician	<b>Leader of others:</b>	No
<b>Reports to:</b>	Electrical Team Leader	<b>Contract type:</b>	Mobile
<b>Business Area</b>	Repairs and Investment Delivery	<b>Budget holder?</b>	No

## Job purpose

You will be responsible for undertaking electrical repairs & alterations to existing fittings and fixtures, rewiring partial or full properties, including inspection, testing and the provision of certification and reporting on the condition of electrical installations components and equipment.

Provide amazing customer service at all times to our customers & understand their responsibility in being a customer facing operative and an ambassador for the organisation.

The post holder will also work closely with the compliance team in ensuring work is undertaken safely & ensuring best safety practice is adhered to at all times.

## Key responsibilities

- Undertake electrical repairs & alterations to existing fittings and fixtures, rewiring partial or full properties, including inspection, testing and the provision of certification and reporting on the condition of electrical components and equipment.
- Assist the Repairs and Investment Delivery management team in the diagnosis and inspection of required works. Carry out and complete all required work to the very highest standards of quality and care in accordance with compliance & operational practice & procedures and industry best practice
- Produce accurate records of all work undertaken in the format required and provide timely information to the Repairs and Investment/Compliance team relating to works undertaken as required. Resolve were practical any minor/routine technical difficulties on site, liaising with your Team Leader as required.
- To record the results of all tests and checks correctly to ensure adherence with compliance procedures at all times.
- Be able to use existing and new systems to record work in an accurate manner, including relevant IT systems.
- To represent Yorkshire Housing at all times ensuring the exemplary customer service is provided in a professional and courteous manner.
- Carry out and complete all required work to the very highest standards of quality including ensuring customers properties are left clean & tidy and minimal disruption is undertaken where possible.
- To actively support and liaise with the Electrical Compliance team with regards to future policies and procedures for maximising performance and ensuring Customer Satisfaction levels and collating the data. Ensuring all repairs and inspections are carried out efficiently and within timescales to maximise the performance of the service.

- Work safely within the terms of our policy & procedure at all times and proactively ensuring that updates and changes to procedure are adhered to and followed at all times
- Use own initiative, resolve where practical any minor/routine technical difficulties on site, customer complaints and if necessary ensuring relevant escalation to team management/relevant department to Yorkshire Housing.
- Ensure that any safeguarding concerns are reported in a timely manner.
- Work as part of a team, liaising with other trades & resource/compliance colleagues, to minimise disruption to customers and deliver work in a timely manner.
- Assist in the effective delivery of materials and supply by liaising closely with your management and suppliers
- Ensure correct PPE & equipment that is supplied is maintained in good order & if necessary procured following the correct procedure.
- Uphold the corporate image of Yorkshire Housing by keeping vehicles in good order and clean, along with advising management of any vehicle issues as appropriate & adhering to the Fleet Policy at all times

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:

- Previous relevant experience, undertaking electrical installation, repairs, fault finding and inspection, testing and certifying in occupied domestic properties
- Formal qualifications of City & Guilds Level 3 (or recognised equivalent qualification) in a related electrical field, City & Guilds 2382 (18th edition) , NVQ in Electro technical Services & AM2 Certification
- Membership of a formal body
- Knowledge of best practice & understanding of relevant building regulations.
- Demonstrate a working knowledge of current Health and Safety best practice
- Ability to plaster patch
- Good standard of general education to GCSE (or equivalent)
- You will have excellent communication skills & be able to use your initiative in resolving low level complaints
- Experience of problem-solving techniques in a customer facing environment.
- Be able to deal with different priorities and to tight deadlines, whilst maintaining high standards of work
- Ability to be flexible and work as part of team to meet operational needs.
- Able to plan, prioritise and manage workload under pressure to meet deadlines
- Basic IT skills (use of apps, hand held devices/Smartphone)
- Full UK driving licence
- 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

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

- City & Guilds 2391 or current equivalent (Inspection, testing and reporting)
- Previous experience/qualification of working in a commercial environment.
- Previous experience working for a Housing Association or some other large organisation undertaking high volume electrical installation/repairs/servicing.

- Previous experience using Servicesoft or similar software

#### **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.