**Yorkshire Housing Role Profile**

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| **Job title:** | Electrical Team Leader | **Leader of others:** | Yes |
| **Reports to:** | Electrical & Facilities Manager | **Contract type:** | Agile /  |
| **Business Area** | Repairs & Investment Delivery | **Budget holder?** | N/A |

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| **Job purpose** |
| The post holder will have responsibility for the effective supervision, delivery and operational performance of a team of electricians and/or facilities maintenance operatives.  They will also provide supervision, direction, advice, support and guidance on all aspects of service activities.  The post holder will provide effective leadership and supervision of the XXX TEAM. Ensure that all work undertaken is compliant with all statutory regulations and safe methods of working; internal processes & procedures are delivered stringently within performance targets.  The role involves working as part of the Electrical & Facilities team to ensure resources are effectively utilized, and that service and organizational priorities are responded to through the use of innovative, cost effective solutions.     Provide clear direction, effective supervision, leadership and support to staff; develop a leadership style and culture which encourages and motivates staff to enable the provision of excellent services.  |

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| **Key responsibilities \*\*** |
| * To deal with customer complaints in line with the associations procedures
* To assist/ lead in the co-ordinating and implementing all quality audit checks as required.
* To advise management and operatives on issues relating to ITT/NICEIC updates and amendments.
* Ensuring that the work undertaken is to the highest standards in relation to performance, cost, safety, quality of work and customer satisfaction.
* To undertake the supervision and the day to day management of the operatives and resources
* To liaise with all suppliers to ensure that quality materials are available in order to carry out all required tasks and monitor stock levels.
* To manage out of hours rota for emergency service, ensure availability of rsource and supervise performance.
* Able to set and measure clear goals for your team and individuals
* Able tto motivate team and individuals, manage perfoamance and reward accoumplishments
* Work safely and ensure the team operatives work within the terms and  conditions of the associations H&S policy and procedures and the requirements of both Health & Safety at Work Act, BS7671 Regulations and best practice recommendations.
* Assist the Service Manager in the day to day budgetary control and financial profiling of the section.
* Assist and support the Servcie Manager in resource planning and to deputise when required.
* To assist in instilling the highest levels of customer consultation and satisfaction.
* To work as part of the team, liaising with other trades, colleagues and clients as necessary.
* To support organisations values and mission, leading by example to provide excellence in customer service.
* To carry out any other duties appropriate and commensurate to this post.
* To be included in out of hours manager escalation on a rota basis

\*\*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.  |

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| **What you’ll bring to the role** |
| **The main things:** |
| * City & Guilds 2381 (18th edition)
* City & Guilds 2391 or equivalent (Inspection, testing and reporting)
* Experience of building internal and external relationships and strategic partnerships
* Demonstrate a thorough knowledge of current Health and Safety best practice
* Performance accountability
* Previous experience coaching and auditing operatives in quality and complying with relevant standards.
* Evidence of ability to develop others
* Ability to influence others and generate team spirit
* Intermediate IT skills , including Microsoft office applications, Servicesoft, smart devices and YH housing management system
* Demonstrate excellent communication and interpersonal skills
* Appetite for transformational change and continuous improvement
* 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
* Ability to work using your own initiative, manage your own time and be able to prioritise tasks.
* Full drivers licence valid for the UK
* Eagerness to develop own skills and adapt to change.
* Personal values and approach that align with YH’s values
* Ability to work flexibly in line with Hub, Home and Roam principles.
* An understanding of Equality, Diversity and Inclusivity and how this is applied through our service to customers and colleagues.
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| **It would be a bonus if you have:** |
| * Recognised leadership qualification (e.g. ILM Level 2, etc.)
* Project Supervision abilities and skills
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| **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.  |