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| Job Title | Electrical Qualifying Supervisor |
| Business Unit | Home Fix Scotland |
| Reporting Structure: | Manager |
| Key Stakeholders: | Customers; Other Members of the Management Team; HFS Employees, clients, professional bodies, Materials Suppliers and Contractors. |

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| **Job Purpose:** |
| The main purpose of this role is to be the responsible person for delivery and compliance of Electrical services on behalf of HFS. This includes supervisor, coaching and mentoring trade operatives and to support excellent service delivery of responsive, planned, and cyclical work programmes. The role will also include running non-M&E related Planned Maintenance programmes. |

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| **Key areas of responsibility (What you’ll deliver):** | |
| * Being the responsible person for overseeing the E programmes within Home Fix Scotland and being the main point of contact with regards to all compliance works. * Taking responsibility for the day-to-day coordination and compliance of all E works in accordance with Home Fix Scotland policy and the relevant legislation. * Ensure the optimum capability and effectiveness of operatives through regular technical and customer care assessments and audits including individual’s performance management and to provide individual and trade related skills and development plans for all trade operatives. * Be the central point of contact for all technical audits, providing support and guidance to the Duty Holder * Coordinate the on-going registration of SELECT and all other relevant professional bodies. * Ensure that certification and records of works are undertaken and maintained. * Carry out quality assurance inspections of all SELECT registered employees, providing training where required or arrange for a suitably qualified person to deliver on behalf of Home Fix Scotland. * Monitor all technical and regulatory changes, advising the Duty Holder as necessary and ensuring all policy, process and documentation are updated. * Provide a coaching and mentoring role for individual operatives as well as directly supervise trade operatives and apprentice staff. * Assist in the formulation of valuations and final account management. * Take the lead on all new and existing energy reducing technologies including the installation, servicing and maintenance of all specialist equipment. * Support the achievement of a lean and efficient business operation that demonstrates excellent performance, value for money, maximum productivity, health and safety compliance and high levels of customer satisfaction. * Support the leadership to develop and implement robust planned and cyclical programmes of work in line with the business plan, that demonstrate value for money and reduce responsive repairs through planned preventative maintenance. * Ensure compliance with electrical and gas regulations and appropriate legislation, including electrical and/or gas inspection, testing, maintenance, and design requirements. * Responsible for all safe working practices relating to H&S issues and to manage risk through effective safe systems of work and risk assessments. * Ensure agreed performance standards are met. * Carry out any other reasonable tasks requested. * Manage any contractor required and review there standards . | |
| **Expected behaviours/competencies (How you’ll deliver): CF Level 2/3** | |
| Business and Improvement Focus | Demonstrates an awareness of the implications of own and team responsibilities on other areas of the business  Responds positively to testing new initiatives and encourages the sharing of experiences to improve performance  Can develop and deliver new ideas to improve the performance of HFS  Highly motivated, seeking to continually improve own area of business and challenge others to do the same |
| Customer Focus | Works to build a longer-term customer relationship, creating trust and credibility with immediate customers  Analyses delivery of services and provides solutions to problems  Seeks customer feedback to confirm if delivery of service met or exceeded expectations and consider ways to improve service |
| Strategy and Policy Development | Makes good suggestions and turn these into realistic solutions  Questions existing work practices and contributes to continual process improvement |
| Financial Awareness | Awareness of finance procedures and levels of responsibility  Works within defined budgets, monitoring progress of spend  Contributes to the setting of annual budgets |
| Managing Performance | Personally, champions the importance of training, development and talent management in area of business  Identifies and develops core reporting mechanisms to attain consistently high performance  Reviews performance of the team against Regulator Performance Standards and champions change as required  Challenges poor productivity, unacceptable standards of workmanship and poor customer care and instigates appropriate action |
| Decision Making | Gathers information from multiple sources, analyses, and critiques it before making a decision  Makes decisions in line with policy and procedures and recommends amendments, as appropriate  Follows a systematic approach to problem solving, drawing potential conclusions for determining next steps |
| Teamwork | Builds a sense of team spirit, encouraging shared ownership of targets and objectives  Identifies and seeks out key people outside immediate colleagues, establishing contact for the benefit of current and future work  Recognises sensitive or conflict situations and plans how to best handle them  Provides advice and guidance to others, building a reputation as a reliable source of support  Is conversant with organisation’s induction procedures  Assists with training of new and existing colleagues when needed  Assist with recruitment of new staff as required |
| Leadership and Role Model | Is aware of own leadership style and adapts to get the best out of others  Recognises potential in others and encourages and supports their personal development  Gives timely and specific feedback on what has been done well and where there is room for improvement  Prepared to fully support decisions made, even if in conflict with own position  Acts as a role model for continuous learning, showing interest and curiosity in new ideas and opportunities |
| Communication | Considers in advance the differing needs of others and adapts style accordingly  Prioritises the information and decides on appropriate method to ensure a clear, concise message is delivered and understood  Recognises sensitive or controversial situations and plans how best to handle them |
| Equalities and Diversity | Seeks to improve own knowledge and responsibilities under equalities legislation  Demonstrates a willingness to understand how equality and diversity can impact on the way services are delivered  Observes personal impact in interactions with colleagues, customers and partners and adapts behaviour so that it is both consistent and appropriate  Consistently challenges assumptions in own and others work practises |
| Health and Safety | Actively seeks ways to improve health and safety in team and working environment and raises appropriate concerns with management  Identifies own training requirements in regard to health and safety as it pertains to their own work tasks, and communicates this to their line manager  Will make themselves aware of the health and safety policy and procedures and use them as a reference when carrying out their roles.  Will fully comply with all appropriate risk assessments in place, including lone working, and make suggestions for improvement as appropriate |

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| **To be successful in this role you should be able to demonstrate the following (knowledge / skills relevant to this role):** |
| RICS or CIOB accredited, or relevant N/SVQ or City and Guilds including ‘maintenance operations’, ‘construction trades operations’ etc., demonstrating substantial trades’ expertise.  Must have HND/C qualification in Electrical Engineering or equivalent and/or ACS or  Must be willing to develop appropriate qualifications to meet business needs.  Approved or Technician graded Electrician who has satisfactorily completed a recognised apprenticeship in electrical installation and maintenance  Trained to the current IEE wiring regulation (19th edition and amendments) and hold a City and Guilds level 3 or equivalent award in the Periodic Inspection, Testing and Certification of Electrical Installations (2395-01)  Holds or is working towards NOS/QCF’s in Solar Photovoltaic, Heat Pumps and Solar Thermal Hot Water.  Must have a good working knowledge of a range of trades including heath and safety and CDM requirements.  Minimum 2 consecutive year’s experience of developing, coaching and improving the performance of a multi trade operative team.  Ability to evaluate and assess individual and whole operation skills and customer care capability.  Demonstrable experience of achieving significant productivity gains and high levels of customer satisfaction.  Ability to work proactively and with the minimum of supervision.  A track record of delivering outcomes on time and to a high standard.  Experience of successfully delivering new ways of working.  Experience of implementing appropriate plans, policies and procedures to shape high quality services.  Be highly customer focussed and sensitive to customer needs.  Full driving licence is essential. |

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| **Proposed evaluation criteria:** | | | |
| **No evidence presented by candidate** | **Limited, or inconsistent**  **evidence presented by candidate** | **Clear evidence demonstrated by candidate** | **Evidence presented by candidate above and beyond expected** |