

## Job Description and Person Specification

**Job Title:** Assistant Repairs and Maintenance Manager (Electrical Services)

**Department:** Repairs and Maintenance

**Section:** Property Compliance

**Grade:** Supervisor

**Responsible for:** Trade Operatives, Apprentices, Contractors

**Responsible to:** Repairs and Maintenance Manager (Electrical)

### **Purpose of the**

**Post:** To assist the R&M Manager (Electrical) to deliver a high-quality, efficient, customer focussed service in line with Gentoo's Visions and Values.

### **Principal Accountabilities**

- To assist with the operational delivery of the Group's electrical cyclical programmes, void electrical works, responsive electrical repairs and non-domestic electrical works.
- Effective co-ordination and management of all resources required to deliver an excellent service while optimising performance, cost and risk, whilst adhering to relevant British Standards, associated Building Regulations, ACOPs and industry guidance.
- Ensure compliance with Health & Safety regulations, and that safe working practices are not only maintained but embedded in day to day operations.
- Act and undertake duties as a "Qualified Supervisor" under the Groups NICEIC registration, working with the duty holder and wider team of Qualified Supervisors.
- Lead a team of trade operatives assisting with performance management activities, including absence management, regular 1:1s, appraisals, and training and development opportunities.
- Resolving dissatisfaction and complaints cases, both internal and external, with the ability to confidently challenge and resolve difficult issues to deliver a satisfactory outcome.
- Maintain the quality of service delivery through carrying out Health & Safety and Electrical Quality Inspections, implementing minor improvements to the service to ensure continuous improvement and best practices are achieved.
- Utilise reports and management information to shape and improve the service Gentoo delivers.
- Recording, reporting and monitoring of agreed KPIs, implementing remedial action/work plans to achieve targets.
- Providing effective administration and record keeping, and the timely update of both manual and electronic databases.
- Positively challenge existing processes and suggesting areas for improvement with solutions, in the interest of obtaining best value for Gentoo and the customer.
- Assist with the contract management of contractors & carrying out post inspections ensuring value for money and Gentoo standards are being met.
- Participate in the supervisory emergency out of hours rota (EOHS).

*The list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.*

## **Job Description and Person Specification**

This Person Specification lists the essential and desirable skills, experience, knowledge and attributes that are necessary in order to successfully carry out the role.

**Please illustrate in your application form how you meet the requirements of the post: (D) Desirable (E) Essential**

### **Skills, Experience and Knowledge**

- Demonstrable knowledge and experience of managing and delivering a range of electrical works and cyclical programmes of work within domestic and non-domestic properties, with a focus on value for money and customer service. **(E)**
- Demonstrable knowledge and understanding of current electrical regulations for domestic and non-domestic property installations, electrical safety procedures, and electrical certification requirements. **(E)**
- Demonstrable knowledge and experience of management of Health and Safety at an operational level. **(E)**
- Experience of managing relationships with customers, internal and external stakeholders to deliver a “continuous improvement” culture. **(E)**
- Knowledge and experience of renewable technologies. **(D)**

### **Attributes**

- A focus to detail and ability to promote good practice in Gentoo. **(E)**
- Excellent communication skills (both written and verbal) with a proven ability to influence relevant stakeholders and customers. **(E)**
- Proven ability to lead and motivate a team to achieve performance targets and KPI's. **(E)**
- Ability to prioritise to achieve realistic targets, costs and time deadlines. **(E)**
- Effective IT skills, particularly with Microsoft Word, Excel and Housing Management Systems and Databases. **(E)**

### **Qualifications and Training**

- C&G 2360 (Parts 1 & 2), NVQ 3 and AM2 (or equivalent) in Electrical Installation. **(E)**
- Qualified to the 18<sup>th</sup> Edition of the IET Wiring Regulations BS7671 **(E)**
- C&G 2391 (or equivalent) qualification in the inspection, testing and verification of electrical installations **(E)**
- SSSTS, SMSTS, IOSH Managing Safely or equivalent qualification **(D)**
- G59 Commercial (3 phase) qualification (or similar) **(D)**
- Asbestos awareness training **(D)**
- A Full UK Driving License **(E)**

## Job Description and Person Specification

### Cultural Values

- We care about people
- We take accountability
- We shape the future
- We bring leadership
- We deliver

### Group Responsibilities

The post holder will act as an ambassador for Gentoo Group.

The post holder must at all times comply with the Equality and Diversity policies and adopt the Group's culture of inclusion, fairness and respect. The post holder will be expected to have an understanding of inclusivity in relation to age, disability, ethnicity, gender, gender reassignment, religion and belief and sexual orientation.

The post holder must at all times comply with the Health and Safety policy and procedures and must draw to their manager's attention any unsafe working practice and conditions.

The post holder will comply with the aims and objectives of our Environmental Strategy and draw to management's attention any adverse environmental impacts as well as actively engaging with the Planet Smart philosophy.

The post holder will comply with the Information Security policy and must draw to their manager's attention any security breaches.

The Group places great importance on sustainability and environmental management. It is the responsibility of the post holder to ensure that in their day to day activities they embrace sustainability and minimise the Group's impact on the environment by minimising waste and maximise recycling, saving energy, and travelling smarter in accordance with the Environmental Policy and Planet Smart Charter.

<b>Employee Name:</b>	
<b>Employee Signature:</b>	<b>Date:</b>