

Job Description

JOB TITLE :-	Electrical Manager
GRADE :-	2
REPORTING TO :-	Assistant Director of Programme and Cyclical Delivery

ROLE SUMMARY

To be responsible and accountable for the organisation's electrical compliance delivery, in association with all legislative regulations, Approved Codes of Practice (ACOP), official guidance standards and best practice, including occupied and non-occupied properties.

Responsible for the development of enhanced procedures and policies with regard to legislative requirements to ensure compliance, as well as the provision of advice and guidance on the identification, management and mitigation of risk, safe working practice and procedures. To support the organisation's electrical compliance arrangements through effective assurance, performance monitoring, audit readiness and continuous improvement activities.

To deliver excellent customer experience including high levels of performance and productivity whilst maximising value and bringing to life the vision and values of the organisation.

MAIN DUTIES AND RESPONSIBILITIES

1. Responsible for the successful and compliant delivery of the organisation's electrical responsive repairs, M&E works, EICR programme, associated remedial works and the overall standard of quality of electrical installation work undertaken in accordance with BS7671: Requirements for Electrical Installations, IET Wiring Regulations.
2. Ensure compliance with Health and Safety legislation and regulations including the scope of electrical work that the business undertakes, ensuring that safe working practices are managed and embedded in day to day operations and that electrical compliance risks are identified and appropriately managed.
3. Lead the maintenance of relevant electrical accreditations and competency requirements, including preparation for audits, management of associated evidence and implementation of improvement actions where required.
4. Responsible for dynamic leadership and management of the operational delivery of a Compliance service, including the effective management of all resources required to deliver excellent services whilst optimising performance, cost and risk.
5. To effectively manage and report information to the Assistant Director of Property Repairs on budgets, spend, accurate forecasting data whilst demonstrating sound financial control.
6. Accountable for the management and performance (financial and operational) of appropriate

external suppliers, including sub-contractors, including all aspects of compliance with legislation, regulations and forms of contract.

7. To develop existing policies and procedures to deliver a unified electrical compliance service that is the best in class. In addition, to lead on guidance and training which will drive these improvements and support compliance with legislative, regulatory and emerging industry requirements.
8. To resolve complaints and dissatisfaction cases, from both within and external to the organisation, with the ability to confidently challenge and resolve difficult issues with a satisfactory outcome.
9. To oversee the management of appropriate repairs ICT systems and collation and analysis of real time data, ensuring accuracy, validity and continuous improvement, to enable informed decision making to drive the business forward.
10. To develop a robust performance framework that promotes continuous improvement, to deliver key business objectives, KPI targets and performance management both at a departmental and team level.
11. Monitor, report and advise on compliance performance through the use of reports, dashboards and management information, identifying opportunities for continuous improvement in terms of productivity, efficiency, customer experience and regulatory compliance, whilst ensuring risks, exceptions and overdue activities are identified, escalated and addressed appropriately.
12. Seeking new opportunities and working collaboratively with internal stakeholders to ensure that the Property Repairs team is seen as an innovative, modern and forward-thinking directorate, promoting continuous improvement and best practice.
13. To motivate and inspire the team to be flexible, engaged and ready for change.

PERFORMANCE MEASURES

14. Business Scorecard Metrics
15. Operational KPIs
16. Customer Satisfaction targets
17. Compliance with legislative and regulatory standards
18. Adherence of the Health and Safety Policy
19. Delivery of strategic and team projects
20. Demonstrating corporate values, attitudes and behaviours
21. EICR programme delivery and compliance

- 22. Completion of remedial works within agreed timescales
- 23. Audit and assurance outcomes
- 24. Data Quality and reporting accuracy

PERSON SPECIFICATION

Experience, Skills and Qualifications

- Educated to level 4/5 or equivalent and/or professionally qualified in Construction Management or a related discipline and/or the ability to demonstrate relevant experience.
- Must hold a relevant electrical qualification along with demonstrable knowledge and experience of Electrical Safety and compliance works.
- NEBOSH National General and Construction Certificate (Safety and Health) or willing to work towards this.
- Demonstrate previous accountability for the management of Health and Safety at a senior level.
- Demonstrate a track record of proven experience of leadership, motivation and engaging teams.
- Proven ability to effectively manage budgets, analyse trends and build up forecasting ensuring value for money and demonstrate commercial acumen.
- Experience in delivering change management processes.
- Understands the importance of developing and coaching staff to unlock potential and harness talent management.
- Good understanding of business activities including Finance, ICT, Governance, Health and Safety and Diversity requirements.
- Able to prioritise to achieve realistic targets, costs and time deadlines.
- Interpersonal skills of listening, relationship management and emotional intelligence.
- Consider the impact of business decisions on the directorate and wider organisation at all times.
- A skilled influencer and negotiator able to communicate effectively with external stakeholders, customers, staff and Board Directors, to include report writing and presentations.
- Demonstrable experience of managing electrical compliance services within a housing, construction or property environment.
- Experience of compliance monitoring, audit activity and performance reporting.
- Understanding of risk management and governance within a compliance environment.