

Job Description and Person Specification

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

Department: Property

Section: Repairs and Maintenance

Grade: Supervisor

Responsible for: Trades, Apprentices, Contractors

Responsible to: Repairs and Maintenance (R&M) Manager (Electrical)

Purpose of the

Post: To assist the R&M Manager (Electrical Services) to provide, plan and co-ordinate in-house staff and external contractors for the effective and comprehensive management of Gentoo's statutory, Regulatory and Compliance responsibilities in relation to designated areas of the testing and maintenance of a range of electrical services' installations and equipment including cyclical, responsive and planned programmes to domestic and non-domestic properties. Support the R&M Manager (Electrical Services) to ensure that all relevant servicing, repairs, testing and inspection is carried out, that all follow on/remedial work is tracked, completed and recorded with the appropriate certification validated and updated and transmitted to the data team in a timely manner so that all information is current and accurate. Supporting and undertaking (with others) quality assurance/quality control (QA/QC) checks to a defined percentage of ongoing/completed works of contractors'/in-house staff for robust management together with technical advice in line with best practice. Support the performance of Gentoo's Contractors and in-house staff delivering works by the effective management of Assistant Managers, trades staff and colleagues and sub-contractors to deliver value for money, health and safety excellence whilst ensuring programmes are delivered to the required time, cost and quality standards.

Principal Accountabilities

- Assisting in ensuring that Gentoo's Compliance statutory obligations and regulatory undertakings are delivered with regards Landlord Compliance for, but not limited to:
 - Electrical Safety including cyclical domestic testing, repairs works, lightning conductors;
 - Electrical services to Mechanical systems including communal heating systems and distribution, ventilation. Pumps etc.
 - Fire Safety Systems including fire alarms, emergency & communal lighting, sprinkler and dry riser systems and fire extinguishers
 - Laundry equipment & ventilation systems
 - Automated gates, barriers, doors, generators/UPS systems and portable appliances

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- Assisting with effectively managing staff and sub-contractors to maximise productivity, performance and quality ensuring a Value for Money service is delivered.
- Maintain accurate and effective communication with your line manager (to include the provision of reports and presentations) ensuring that they are regularly appraised of planned changes and developments to relevant regulation or standards
- Carry out as required, surveys of Gentoo's risks in relation to electrical compliance and ensure effective plans are in place for the management and reduction of any risks identified in line with Gentoo's policies, processes and procedures
- Supporting in ensuring that all relevant service, testing and inspection processes are carried out correctly, remedial/follow on works are undertaken on a risk basis, that the service, testing and inspection process is fit for purpose, and the certification is appropriately recorded, and that data is validated and current
- Work collaboratively with colleague's in Gentoo to deliver the organisations requirements in relation to electrical safety including ensuring that all undertakings in relation to servicing, testing and inspection are delivered effectively.
- Assisting in ensuring that adequate resources are available to meet the demands of the service
- Supporting the management of the customer permission process for electrical works
- Assisting in ensuring that challenging objectives and requirements are met within a positive and performance focused environment.
- Carry out quality assessments and quality control inspections of electrical servicing, testing and installation work to ensure that the work undertaken is to the correct standard and that Gentoo Property Services and external contractors are competent to carrying out of their work
- Undertake as required, on site assessments of Contractors Quality Assurance and Quality Control processes and the checking of the competency of qualifications of their staff.
- Provide as required detailed technical advice on the requirements in relation to electrical safety and ensure that the approach to risk reduction is in line with best practice
- Support the effective management and administering of relevant Landlord Compliance contracts, delivery of performance standards and indicators and associated proactive monitoring.
- Supporting the management of the performance of Gentoo's Contractors to deliver value for money, health and safety excellence whilst ensuring programmes are compliant with the required standards, Regulations, time, cost and quality requirements.
- Where required, review contractor Risk Assessments and Method Statements, including manage relevant Permits to Work to ensure compliance with Health and Safety requirements
- Ensure documentation and certification meets the requirements of registration bodies e.g. N.I.C.E.I.C. & NAPIT etc.
- Act as a Qualified Supervisor in line with certification body requirements
- Ensure effective liaison with tenants to deliver works to the highest level of customer service.
- Manage approved budgets and raise purchase orders In-line with the Group's requirements
- Support the management team to effectively manage budgets and successfully deliver commercial viability through an internal trading account and raise purchase orders In-line with the Group's requirements
- Advise other Gentoo teams on the condition, longevity and budget implications to ensure that sufficient information is available to strategically cater for component replacements through planned investment as required.

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- Ensure all services provided are delivered in line with the Group's cultural values.
- Undertake regular CPD (Continuing Personal Development) in accordance with the role and the delivery requirements of the service.
- Act as Duty Manager as part of the Group's emergency out of hours service (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.

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.

Employee Name:	
Employee Signature:	Date:

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

Skills and Knowledge

Essential Criteria:

- Demonstrable knowledge of building construction, building standards, compliance obligations, planning regulations, regulatory standards, and leasehold legislation.
- Demonstrable knowledge and understanding of current electricity regulations for domestic and non-domestic property installations, electrical safety procedures, RIDDOR procedures and electrical certification requirements.
- Knowledge of CDM (Construction Design Management) Regulations and other related housing regulations/legislation and how they apply within the context of statutory health and safety compliance.
- Skilled to deliver a “continuous improvement” culture.
- Knowledge of additional areas of Compliance.
- Knowledge of assisting in the monitoring, reporting and presentation of management reports in relation to contract performance.

Desirable Criteria:

- Knowledge of Solar Photovoltaic (PV) installations and the safety checking regimes associated with these installations.
- Knowledge and understanding of the current Lift Regulations and LOLER.
- Knowledge of sheltered and supported housing.
- Knowledge of Orchard Housing system, Orchard Asset Pro Asset Management system, Cassini reporting (or similar).

Attributes

- Ability to promote good practice in Gentoo
- Excellent communication skills (both written and verbal) with a proven ability to influence senior stakeholders and customers
- A demonstrable commitment to customer service
- Proven ability to lead and motivate a team to achieve performance targets
- IT skills particularly experience with Microsoft Word, Excel (2007 & 2010) and housing Asset Management Systems and database systems

Experience

- Experience of assisting with the managing of electrical health and safety compliance within the social housing sector
- Experience of managing relationships with customers, internal and external stakeholders
- Extensive experience in supporting the management of workloads to deliver objectives to required timescales and deadlines
- Experience of supporting high performance teams operating at a similar level within a diverse organisation
- Demonstrable experience in assisting with the delivery of housing investment and compliance programmes

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- Extensive experience in the management of contractors'/in-house performance and health and safety on all projects and demonstrating excellent negotiation and challenge skills to resolve any issues
- Experience of supporting the management of teams in order to meet defined objectives or targets
- Fully experienced in the management of the planning process to minimise time and costs and drive improvements in efficiency
- Fully experienced in all electrical installation types and equipment in domestic and non-domestic properties including renewable technologies and associated servicing regimes
- Fully experienced in the requirements for fixed Electrical Equipment and Portable Appliance Testing regimes
- Experience in assisting with the effective management and administering of contracts
- Experience in delivering and developing excellent customer service

Qualifications and Training

- Qualified to the 18th Edition of the IET Wiring Regulations BS7671 **(E)**
- City and Guilds 2391 (or equivalent) qualification in inspection, testing and verification of electrical installations **(E)**
- To have completed an Indentured apprenticeship with 2360 parts 1 & 2 or equivalent or NVQ level 3 in electrical work **(E)**
- Fully qualified to manage contracts in line with current CDM Regulations e.g. SMSTS **(D)**
- Desirable G59 Commercial (3 phase) qualification (or similar) **(D)**
- Asbestos awareness training **(D)**

Other Requirements

In addition, we would expect that the successful candidate will meet the following requirements. You should make reference to them, however we will not shortlist against these criteria:

- A Full UK Driving License **(E)**
- Ability to meet deadlines and programme requirements **(E)**
- The post holder will be expected to liaise with colleagues across the Organisation and external agencies **(E)**

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