



## JOB SPECIFICATION

**Job title:** Electrician

**Responsible to:** Electrical Supervisor

**Purpose:** To provide a first-class Repairs, Maintenance and Compliance service to VIVID's Customers. To carry out a full range of electrical works at various domestic and commercial properties within VIVID's area of operation

**Location:** Contractual base Basingstoke or Portsmouth. Maintenance & Repairs to housing stock across all VIVID's areas.

Key Areas	Description	Performance standards are satisfactory when: -
Service Delivery	<ul style="list-style-type: none"><li>• Live our values: -<ul style="list-style-type: none"><li>I. Deliver a Great Customer Experience</li><li>II. Work as One Team</li><li>III. Encourage Challenge and Change</li></ul></li><li>• Responsive repairs- Routine, Urgent and Emergency</li><li>• Fault finding</li><li>• Electrical Installation Condition Reports to our domestic, communal and commercial properties</li></ul>	<p>Our safety and compliance promise to our customers and internal employees are consistently achieved</p> <p>Work is completed safely, to the highest standard, to current regulations and to timescale</p> <p>Consistent improvement to our customer service standard.</p>



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	<ul style="list-style-type: none"> <li>• Remedial works from EICR's- CCU Replacements and minor works</li> <li>• Actively innovate and help improve day to day activities</li> <li>• Enthusiastically participate our 90-day development &amp; performance reviews</li> <li>• Provide highest levels of customer service in line with code of conduct and our policies/procedures</li> <li>• Good level of IT skills</li> <li>• Participate in our on-call emergency out of hours rota on evenings and weekends.</li> </ul>	
Job Administration	<ul style="list-style-type: none"> <li>• Complete certification accurately and promptly through our internal T&amp;I certification app</li> <li>• Work received through mobile device- Excellent accurate real time usage required</li> <li>• Maintain your own van stock through wholesaler app on mobile device</li> </ul>	<p>All certification to be completed at time of electrical test</p> <p>All jobs to be recorded correctly</p> <p>A well-stocked van means more first-time fixes for our customers</p>
Diversity & Inclusion	<ul style="list-style-type: none"> <li>• Commitment to supporting and improving diversity and inclusion across our work environment, as well as throughout our customer base.</li> </ul>	Really understanding one another, by moving from merely understanding and seeing the differences to truly valuing these differences.

	<ul style="list-style-type: none"> <li>• The power of diversity can only be unleashed, and its benefits reaped</li> <li>• when we recognise these differences and learn to respect and value each individual irrelevant of background.</li> <li>• The process of inclusion engages each individual and makes people feel valued as being essential to the success of the organisation.</li> <li>• Ensure adherence to duties in relation to Equality and Diversity</li> <li>• Actively promote non-discriminatory behaviour to ensure equal opportunities for all. Challenge perceptions and behaviour and lead by example to promote equality and diversity at all levels within the team</li> </ul>	<p>Inclusive cultures make people feel respected and valued for who they are as an individual or group</p> <p>Demonstration of behaviours which best support equality and diversity within the workplace</p>
Vehicles and Plant	<ul style="list-style-type: none"> <li>• To use company vehicle in line with company procedure</li> <li>• Keep your vehicle in a good condition</li> <li>• Maintain good driving standards at all times</li> <li>• To use and store tools and plant safely and effectively</li> <li>• To report any incidents to a line manager</li> </ul>	<p>No incidents/accidents or complaints regarding the use of a company van</p> <p>Vehicle in good condition</p> <p>Driving standards met</p> <p>No accidents, losses, or damage</p>



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	<ul style="list-style-type: none"><li>• Driving and parking responsibility</li></ul>	100% compliance with manufacturer's instructions and health and safety requirements
Health and safety	<ul style="list-style-type: none"><li>• Ensure the highest standards of health and safety are maintained in all areas</li><li>• Take care of your own safety and that of others who may be affected by what you do (or do not do)</li></ul>	<p>Great Health and Safety culture</p> <p>You personally adopt behaviours which adhere to all Health and Safety policies and practises</p>
Customer Service	<ul style="list-style-type: none"><li>• Provide the highest standards of customer service to ensure delivery of a first-class repairs service</li></ul>	Consistent increase in customer satisfaction

Qualifications	C&G 2360 Part 1 & Part 2 + AM2 Certificate or <u>equivalent</u>	E
	NVQ Level 3 in Electrical Installation	E
	C&G Periodic Inspection & Testing 2391, 2394/5	D
	C&G 2382-18 BS7671:2018 18th Edition IEE Regulations and Electrical Installation – <b>Amendment 2 is desirable</b>	E
Knowledge & Experience	Good all-round practical skills, including fault finding/ problem solving and decision making.	E
	Ability to work part of a team with minimum of supervision.	E
	Knowledge & experience of Health and Safety	E
	Proven experience in the building trade, in your core trade	E
	Experience of basic plumbing	E
	Experience of working to organisational practices, policies and procedures.	D
	Experience of working in a construction/ housing or maintenance environment.	E
	Experience of working in Social Housing	D
	Experience using a PDA	E
Skills	Excellent communications skills, with an ability to pitch communication at the right level for the audience	E
	The ability to exercise good judgement	E
	Excellent attention to detail and recognition of the importance of accurate data	E
	Ability to complete a workload per day in accordance with scheduled diaries	E
Personal Qualities	Friendly and approachable	E
	Ability to work under pressure and to deadlines	E

	<p>Self-motivated</p> <p>Ability to talk to people of differing technical expertise</p> <p>Positive “can do” attitude</p> <p>Live our values</p>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>
Other	<p>Full UK Clean Driving Licence</p> <p>This is a physical role. Job holders must be capable of:</p> <ul style="list-style-type: none"> <li>• Working at heights</li> <li>• Manual handling and lifting heavy and bulky items</li> <li>• A high degree of mobility, which will include walking/lifting/loading and unloading vehicles</li> </ul> <p>Flexibility in terms of working hours. This is not a 9-5 job, so job holders may be required to flexible hours to accommodate the business need. This includes</p>	<p><b>E</b></p> <p><b>E</b></p> <p><b>E</b></p>

**Appendix A - The 7 steps to our ambition of being a first-class repairs service are:**

1. A good first impression
  2. Keep in touch
  3. Hello #WeAreVIVID
  4. Being safe
  5. What happens next
  6. Tidy up
  7. Plan ahead
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1. A good first impression
    - Park respectfully
    - The right PPE
    - A clean uniform
    - Clean and tidy van
    - Arrive on time
  2. Keep in touch
    - keep us in the loop
    - use your mobile device
    - track your progress
  3. Hello #WeAreVIVID
    - Introduce yourself
    - show your ID badge
    - explain what you're going to do
  4. Being safe
    - Risk assess
    - is it safe?, if not stop,
    - take time to think about safety
  5. What happens next
    - Complete the job right first time
    - can't complete keep the customer informed
    - arrange next steps
  6. Tidy up
    - Finishing touches
    - clear up
    - talk about the survey whilst your there
    - are you proud of your work?
  7. Plan ahead
    - Close the job
    - phone your next customer
    - is your van fully stocked?

**Appendix B - Electrical Activities**

- Emergency Light Testing
- PAT testing
- Core cut and installing extractor fans
- Street lighting minor repairs
- Fully competent to carry out all aspects of electrical installation/ maintenance of 400v commercial and industrial installations
- Replacing Immersion elements and electrical showers
- Completing EICR's to Dwellings & Communal Areas
- Desirable- Installation and maintenance of CCTV
- Desirable- Installation and maintenance of Access Controls
- Desirable- Maintain MVHR ventilation systems
- Desirable- Domestic boiler wiring and heating systems