

Role Profile

Role Title: Electrician

Business Area: Maintenance Team

Department/Team:

Reports to: Electrical Supervisor

Direct Reports: None

Dimensions (budget, people span of control): Van Stock

Created/Reviewed date: January 2021

Role Purpose

Responsible for providing quality repair, installation and refurbishment work as required within the maintenance team. Provide good fault diagnosis and good customer service in order to meet the businesses Key Performance Indicators.

Key Accountabilities

To undertake electrical repair, maintenance and installations work in strict accordance with current I.E.E. wiring regulations, including (Part P).

Works include but are not limited to:

- Fault Finding on single & three phase installations
- Testing & Inspection
- Portable Appliance Testing
- Completion of electrical installation certificates including minor works
- Carryout electrical installation condition reports
- Shower replacement / installation
- Wiring Domestic Heating controls
- Immersion element replacement including draining down of Cylinder
- Electric Heating replacement / new installation
- Electrical Installation work

Notify Qualifying Supervisor of any urgent repairs or any Health & safety defects that are found during the course of your work.

Maintain accurate records of work undertaken and time taken daily and comply with the company's operating procedures,

Expertise

- Electrical Qualification C&G (2330 Essential) (2382 Essential) (2391 Desirable) or equivalent
- Ability to work within manufacturers requirements and Industry Standards
- Electrical Installations Works

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- Ability to diagnose and undertake a repair works to domestic properties including specifying materials required and the ability to undertake works in accordance with training and good industry practice.
- Work within known deadlines
- Competent in the use of smart phone technology and PDAs, including the ability to send and receive email, calendar appointments, documents, photographs and for work scheduling purposes.
- Undertake ongoing training as required

Complexity

- Responsibility for making routine and complex decisions using analysis, experience and expertise.
- Working within stipulated guidelines and parameters to minimise risk to the business

Impact

- Ability to self-manage and work with limited supervision.
- Ensure that all work and decisions made take into account safety of customer and colleagues
- Support colleagues and teams across the wider business as required.

Influence

- Ability to communicate appropriately face to face with colleagues and customers which may include elderly, vulnerable or challenging adults.
- Ability to deliver good customer service
- Promote & maintain a customer focus in line with the Aster Group Customer Charter.
- Works daily with the following stakeholders:
 - Customers
 - Planning team
 - Administration Team
 - Neighbourhood Officers
 - Out of Hours / Contact Centre
 - Housing Teams
 - Anti-Social Team
 - Emergency Services
 - Management Team
 - Contractors

Resources Management

- To accurately account for all materials used in carrying out works orders, and to maintain an adequate van stock to enable all normal minor repairs to be carried out during one visit.
- To carryout work and make decisions in a way that considers the most cost effective means of overcoming repair issues.

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- Recording and updating completion of works on handheld PDA and reporting back any follow up additional works (including correct SOR is entered before completion of job)
- Ability to work collaboratively with other trades internally
- Complete all required documentation to include but not limited to timesheets, daily vehicle checks and Out of Hours,
- Adhere to Working Time Directive

General

- Promote and maintain a proactive approach to H&S in respect of yourself, colleagues and customers
- Participate in Emergency Out of Hours delivery service.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times
- Comply with the requirements of the Aster Group Data Protection Privacy & Confidentiality Policy, the IT Security and Usage Policy & supporting Data Protection Framework insofar as they relate to the duties of the post
- Post holders will expect to be clean shaven to allow the fitting of a face mask for health & safety purposes. Exceptions will be made on the grounds of religion or a certified medical condition.
- Full Driving License and ability to drive a company vehicle and comply with the requirements of the Company Insurers and Aster Vehicle Handbook

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Skills Matrix

Key Accountabilities - Electrician			
Electrical Qualifications C&G(2330 Essential)(2382 Essential)(2391 Desirable) or equivalent			
Work to manufacturers requirements & industry British Standards			
Electrical installation work			
Ability to diagnose & undertake repair work			
		Tick	Activity
Core Role Accountabilities	Level 1:	Yes	Fault Finding on single and three phase installations
		Yes	Testing & Inspection
		Yes	Portable Appliance Testing
		Yes	Completion of electrical installation certificates including minor works
		Yes	Carryout electrical installation condition reports
		Yes	Shower replacement/installation
		Yes	Wiring Domestic Heating Controls
		Yes	Immersion element replacement including draining down of cylinder
		Yes	Electric Heating replacement/ new installations
		Yes	Electrical Installation work
Advanced Accountability	Level 2:	Commercial heating controls, fault finding, installation, replacement	

This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.