



Electrical Supervisor

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| salary | £44,029 | department | Homes Team |
| hours | 39 hours per week (+ on call as part of a rota) | special conditions of service | Out of hours duty rota requirement Basic DBS check Valid driving license essential and Access to company vehicle (for work use only including travel to and from work) Company uniform |
| location | Greater Manchester | | |

Health and Safety

IVH has a positive health and safety culture and promotes a sense of responsibility and accountability among its colleagues, fostering a safe and healthy workplace.

This role, along with all other roles in IVH, will adopt all necessary health and safety practices and any relevant safes systems of work. They will also contribute to the continuous improvement of processes, systems and software related to Health and Safety at work.

Summary

The overall purpose of the role is to support the delivery of an effective electrical management service across IVh assets.

The key responsibilities of the role include:

- Support the delivery of the electrical function via the in-house repairs resource and external contractors.
- Provide technical support for all new build assets and sustainability projects/works.
- Provide efficient operational support of electricians.
- Be the critical link between electricians and leaders.
- Control and oversight of H&S matters to ensure colleague safety.
- Oversight of materials & fleet compliance to ensure effective service delivery.
- Ensuring customer and colleague queries are resolved in a timely manner.

Key responsibilities

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| accountable to | Head of Repairs & Estates Maintenance |
| reports to | Homes Team Manager (Gas & Electrical) |
| directly manages/supervises | Electrical Operatives & External Sub-Contractors |

Links with other services and partners

A trusted partner to all stakeholders (including customers, contractors and colleagues).

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Main areas of responsibility

- To co-ordinate and manage a comprehensive electrical repairs, safety and empty homes service based on a customer focused, value for money (VfM) service.
- Supervision of electricians & subcontractors to meet KPI targets, providing VfM striving for Right First-Time delivery.
- Provide on-site and remote support to electricians and be the critical link between operative and manager.
- Provide support and technical advice/support for all new build assets and sustainability projects/works, working closely with development and asset colleagues.
- Ensure data relating to the service is updated, maintained and robust.
- To manage the service to ensure that specified levels of service are maintained, with responsibility for the co-ordination of resources to ensure that efficient delivery is achieved.
- To support the Homes Team Manager (Gas & Electrical) in ensuring an effective, efficient and safe service is provided to customers.
- To assist the Homes Team Manager (Gas & Electrical) to ensure regulatory, financial and audit requirements are implemented, adhered to and robust.
- To ensure that all relevant Health and Safety legislations are implemented and embedded in service delivery.
- To carry out site inspections to monitor standard of work, health and safety and code of conduct, representing IVh in a professional manner and embedding this within the service area.
- To keep abreast of legislative changes, good practice, changes in materials and sustainable technology.
- Monitor imprest stock control and support van stock audits.
- Provide performance feedback to the Homes Team Manager (Gas & Electrical) promoting improvements, efficiencies and VfM.
- Use data to support service improvements.
- To carry out electrical audits, post inspections and quality control checks to ensure quality and safety of work in line with legal electrical requirements.
- To be the principal qualified supervisor for sign off electrical certification on reactive, servicing and empty homes works.
- Work closely with third party auditors to maintain the high-quality standards and workmanship.
- Attend and organise internal and external training courses as required.
- Ensure colleagues deliver the service in line with the code of conduct.
- Investigate complaints in line with customer service standards.
- To be responsible for the co-ordination and resourcing of the out of hours service.
- Participate in the out of hours call out rota as required.

Management

- Lead, coach, support and develop staff both individually and as a team and identify / implement training plans.
- Lead regular and effective Toolbox Talks and Team Briefings.
- Provide clear leadership that builds an environment based on trust, mutual respect, integrity, where everyone takes accountability and responsibility whilst working together as one team.
- Effectively manage individuals in line with all Group OD strategies, policies, procedures and guidance.

Corporate

- Promote and comply with all company policies and procedures.
- Promote the values and behaviours of the organisation.
- Champion equality, diversity and inclusion and treat everyone with dignity and respect.
- Undertake other such work of an equal nature and duties related to the objectives of the post.
- The tasks listed in job descriptions are descriptive of present practices but are constantly evolving to ensure continuous improvement and achievement of the company's overall success.

Review date October 2024