

Direct Services Lead Electrical Technician

Our vision is to create communities where everyone has a safe home in a place where they're proud to live. We're big and we're local. Residents are at the heart of all we do and we use our size to influence positive change in the areas where we operate.

It's also about living our values which are at the **HEART** of what we do. All colleagues are expected to demonstrate a commitment to our values through their behaviours, actions, and words on a daily basis. As a valued member of the Southern Housing Team, you'll embrace our Values to inspire others as well as yourself to be:

- **H**onest
- **E**fficient
- **A**ccountable
- **R**espectful
- **T**rusted

You'll demonstrate our HEART values in your behaviours. You'll:

- Be authentic, open, and transparent in your actions and words.
- Believe that by working together we accomplish more, and work hard every day to improve services, efficiency, and value for money.
- Take responsibility for delivering excellence and own your own actions.
- Embrace difference, and put our residents, colleagues and our partners at the heart of all you do.
- Do what you say you will and be relied upon to keep your promises.

And, of course, show commitment to our approach to Equality Diversity & Inclusion, Health & Safety, Compliance, and Code of Conduct policies and practices within Southern Housing.

The role

Reporting to a Head of Service, the Direct Services Lead Electrical Technician is an essential member of the Reactive Repairs department, working within and managing a dedicated team of Technicians and their workloads, providing a comprehensive, efficient, and responsive property maintenance service.

As a member of the Direct Services Team, the primary focus is providing a high-quality responsive maintenance service to all residents, internal colleagues, and our partners.

You will achieve this by managing your own time and that of your direct reports, in a productive, efficient and value for money way as to ensure that all KPI's are met; co-ordinating within the team to ensure that all works are completed with a 'can do, first time fix' ethos; execute all works to a high quality, and as detailed within the initial works' orders; whilst providing excellent Customer Satisfaction through detailed, regular, and accurate communication, on time, within contractual obligations.

The location

The Lead Electrical Technician role is both office and site based. You will be assigned to one of our main offices in either Birmingham, Croydon, Ford, Hastings, Isle of Wight, Maidstone, or Tower Hamlets; with the option for working in a hybrid way when operationally appropriate and as agreed with your manager. You may be asked, on occasion, to support teams and colleagues in other regions and offices.

What you'll be doing:

Day to day, you will be expected to:

- deliver a sector leading, resident focused, and efficient repairs and maintenance service developed in association with our residents.
- assist the growth of the services we provide, by identifying and integrating new services across the organisation to ensure value for money.
- assist the strengthening of the current services we provide, by reviewing and streamlining existing services across the organisation to ensure further value for money.
- carry out and supervise repairs and maintenance in accordance with current Building Regulations, NICEIC Regulations, Health and Safety Legislation and Association timescales.
- lead on NICEIC updates, and regulation / legislation changes and updates and ensure that the organisation is always fully compliant. Ensuring that all electrical work completed within your team have been checked and certified in accordance with regulation.
- ensure all works are carried in accordance with policy, procedure, guidelines, and building regulations.
- complete all necessary digital works' orders / paperwork on time and to the required standard.
- carry out and supervise electrical tests, inspections, portable appliance testing, and submit detailed reports as and when requested.
- ensure all scheduled works are completed within target response times to a high standard meeting the expectations of the organisation, our residents, leaseholders, colleagues, and partners alike.
- monitor performance in all areas of your team's activities to ensure the achievement of agreed targets along with creating a robust system to manage all stock and usage of materials, including all tools, plant and equipment.
- co-ordinate and support other colleagues in completing larger works.
- recruit, mentor, and manage new recruits, continuously supporting, nurturing, and aiding their own learning and development. Managing priorities, whilst maintaining performance standards.
- mentor, train and develop existing direct reports, with productivity, value for money and safe working practices in mind. Managing priorities, whilst maintaining performance standards.
- identify and diagnose faults and rectify first time whenever possible.
- work in both occupied and unoccupied properties in a safe manner for everyone.
- work under own initiative, within the team and under instruction.
- provide and manage the provision of a 24-hour emergency service as and when required through a fair and systematic rota.
- be available and contactable on a rota basis along with your Lead Technician peers across the department for technicians answering out-of-hours calls.

- manage overtime requests and payments in conjunction with your Head of Service, when operationally necessary.
- manage day to day people challenges effectively and efficiently, including absence, special and annual leave, using policy, procedure, support from your line manager, and the organisational People Support team.
- ensure that you are contactable, and all staff receive supervision and support daily as needed.
- ensure all staff receive regular and dedicate one-to-one meetings and contribute to annual staff appraisals.
- ensure all matters of discipline, poor performance and capability are dealt with in accordance with policies and procedures and escalated where appropriate.
- share operational updates to all staff daily and weekly as needed.
- ensure that all issued stock and materials used are done so in a cost effective, value for money way without compromising work standards.
- ensure that all issued equipment and van stock is replenished regularly, kept safe and secure, and stocked to agreed quantities; and always accounted for.
- ensure that fleet vehicles are driven and maintained in a lawful, safe, and proper manner; and always kept clean and tidy as per our organisational transport manual and policy.
- order and manage van and depot stock; be prepared to pick up from suppliers direct and deliver to staff where necessary.
- plan and manage the schedule of works, as well as allocating the correct schedule of rates to the post holder's budget.
- ensure all scheduled work is completed at the end of each day and emergency jobs and additional works are dealt with effectively.
- ensure all jobs are processed in real time via the provided mobile devices.
- ensure all works are carried out as booked by appointment times within contractual obligations and in accordance with policy, procedure, and guidelines.
- ensure the targets for both labour and material allocation are met.
- ensure use of SOR's and descriptive works to cost works being carried out.
- assist all colleagues where necessary to ensure organisational obligations are completely fulfilled.
- attend meetings with other colleagues and partners to develop trust and a partnership working culture in order to hit wider organisational targets.
- ensure that all Health & Safety policies, procedures, and guidelines are followed and put into practise, including, but not withstanding Risk Assessments, Near Miss & Accident Reporting, Training Attendance, Uniform & PPE adherence, etc.
- professionally liaise with residents – this is critical in ensuring the effective delivery of works. Residents must be kept informed at all times, and relevant details of works relayed to them. There is a need to be particularly sensitive to the needs of Residents who have support needs or are deemed vulnerable. There may be a requirement to attend tenant's meetings as required to support and meet their requirements.
- embrace and promote our culture, HEART values and behaviours, creating an environment which is supportive and a place where it is enjoyable to work.
- Lead by example; empower, inspire, support and develop your team(s) in delivering excellent customer services, value for money and embracing diversity. Be a role model and ambassador of our culture and expected behaviours, acting with openness, professionalism and integrity at all times.
- observe the highest possible standards in relation to confidentiality and the provisions of the Data Protection legislation.

- act as an ambassador for the organisation and Direct Services department.
- work within the framework of our organisational Customer Care Policy.
- support / manage stage 1 complaints.
- support in the investigation of stage 2 complaints and Councillor / Member of Parliament enquiries.
- undertake any other duties compatible with the level and nature of the post as directed by management.

This is not an exhaustive list of duties pertaining to this role. Duties may be changed and / or expanded, after discussion, to suit operational requirements.

What you'll need:

As a Direct Services Lead Electrical Technician, you will need:

- a proven track record of successfully managing a Direct Labour Service, where customer satisfaction is at the heart of service delivery – two years' experience is essential.
- to possess relevant trade qualifications and / or proven experience in relation to building, maintenance or a similar, transferable, technical background.
- a recognised trade qualifications include:
 - Part 1 & 2 City and Guilds for electrical installation.
 - City & Guilds 18th Edition, Amendment 2: BS7671.
 - City & Guilds 2391 testing and inspection.
 - Formal technical qualification in electrical engineering.
- a thorough working knowledge of all the statutory and regulatory rules and / or codes of practice that underpin the delivery of an efficient and effective property related direct labour service.
- experience of a range of repairs and maintenance work.
- a thorough understanding of and personal commitment to diversity; treating others with dignity and respect, with a real desire to understand and meet diverse customer needs and aspirations.
- to have an excellent knowledge of the requirements of the Health and Safety Act, and any other relevant legislation and / or regulatory requirements.
- a thorough understanding and commitment to ensure that all relevant health and safety statutory obligations and methods of good practice are effectively incorporated within all operations, and that regular health and safety meetings are attended to promote and improve our systems and processes to ensure the safety of our staff, residents, contractors, and members of the public.
- an ability to assess the risks associated with lone working and other health and safety hazards associated with the technical nature of the job.
- specialist knowledge of construction technology, science and materials, principles of refurbishment, surveying, measuring, and setting out.
- excellent communication and interpersonal skills.
- to create and achieve ambitious outcomes that promote customer excellence.
- to make sound judgements, find solutions to complex issues and problems, and identify and manage risk.

- to submit presentable and accurate paperwork including digital PDA database information as per requirements of the contract, to establish works are carried out correctly, and accurate, detailed coding and costing information is obtained.
- a willingness to work evenings and / or weekends given reasonable notice.
- a 'one team', team spirited, organisational culture building ethos.
- the ability to create, agree and achieve ambitious outcomes that promote customer excellence, full statutory compliance, and value for money.
- the ability to create, implement and monitor effective management tools to consistently maximise and improve performance within the Direct Services department and to improve the organisation's property assets.
- the ability to lead by example demonstrating excellent leadership skills to create a culture adopting our values, to inspire, motivate and develop staff at all levels; building cohesive and motivated teams who are committed to the organisation's vision and goals and willing to provide discretionary effort.
- to be able to create and promote an honest and transparent management style, promoting self-awareness and a genuine commitment to improve services and individual personal performance.

Any successful candidate will need to be available to answer Technician's calls from the 24-hour emergency service provision as and when required through a fair and systematic rota, as per contractual obligation.

Successful candidates will be subject to a basic DBS check.

The role requires a full UK driving licence - a fleet vehicle will be provided.

No role profile can cover every issue which may arise within the post at various times and the postholder is expected to carry out other duties from time to time, which are broadly consistent with those described.