

Job Title: Electrical Supervisor & Verification Surveyor	Role Profile Number: SBC_11820
Grade: CFL 7	Date Prepared:
Directorate/Group: Operations/Electrical	Reporting to: Electrical Manager
Structure Chart attached:	No

Job Purpose

Responsible for deputising and supporting the Electrical Manager, with electrical repairs, statutory compliance checks and safety testing to approximately 10,500 tenanted homes and 700 corporate and commercial operational Council owned properties.

As well as undertaking verification of all electrical related documentation, inclusive of all certification, there is a responsibility to ensure Swindon Borough Council is compliant with the most up to date legislation and regulations in reference to electrical safety.

There is need to provide technical support and advice as well as full supervisory management to ensure clear expectancies are adhered to and as a department we provide an efficient and effective team. The focus is on providing and delivering a successful programme of repairs and maintenance services for tenants which is in accordance with the Swindon Borough Council's service standards, values and behaviours.

The role incorporates the supervisory management and development of the electrical team, ensuring that forecasts for labour and material resources are appropriately planned and allocated in accordance with projected workflow and agreed budgets and KPI's

Key Accountabilities

Supervision Role

- Supervision of electrical engineers across a wide scope of activities including repairs, compliance, projects and upgrades

- Supervisory management of the electrical engineers, in regards to their responsibility for health and safety, welfare, appraisals and PDP's, training & training needs and dealing with work performance. Monitor the standards of the each engineers' output and react accordingly to the business needs
- Responsible for verifying the electrical work of electrical engineers and ensure all jobs are completed in a timely manner and investigate reasons for any failures and how to eliminate them in the future. Responsible for Health and Safety and Welfare of the engineers in regards to Safe Systems of Work and Personal Protective Equipment, housekeeping, van checks, ladder checks etc
- Monitor work schedules and be responsible for planning all void property works and ensure it is carried out within the priority period and within the cost parameters and standards of the contract and, in the case of term contracts, to ensure that work is carried out in accordance with the system of priorities
- Plan all mutual exchange tests within the priority period and within the cost parameters
- Responsible for ensuring that all cyclical and planned maintenance activities are undertaken inside timescales and within legislation and any remedial work is raised and planned in within a suitable time frame.
- Assist and support other trade supervisors as and when necessary
- Supervision of work and ensure it is delivered to an acceptable standard and any defects found are completed with the ethos of 'fix first visit'. Documentation must be finished correctly including all certification and signed off.
- Organise all external training requirements with the support of Learning & Development
- Assume responsibility for all mandatory training of engineers and ensure it is completed within the timescale set out by SBC
- Always be the first line of contact for electrical technical advise and support on fault finding
- Support staff on any works and be 'hands-on' when required to maintain customer focus and high standards of performance
- Advise tenants on any technical matters relating to works and provide support so we can carry out all necessary jobs
- Maintain a high level of customer relations and complete any complaints by supporting tenants with a professional and empathetic attitude and within the priority period
- Compile daily reports and provide the necessary information on performance
- Investigate any sickness and disciplinary matters and manage these personally or provide findings to the Line Manager
- Responsible for ensuring all test equipment is maintained and calibrated periodically
- Co-ordinate and organize emergency and utility services as and when required
- Mentoring and assessing of apprentices and provide them with the necessary learning opportunities

Surveyor Role

- Obtain & maintain Qualifying Supervisor (QS) status from NICEIC to ensure SBC fulfill their legal requirements and obligations for all electrical works

- Responsible and accountable for the verification of all electrical certification and compliance in regards to BS:7671, Requirements for Electrical Installations and all the legal frameworks surrounding it.
- Maintain all electrical documentation and certification in line with Swindon Borough Council's policies and procedures and ensure compliance with contractual obligations, regulations and legislation
- Complete yearly inspections and assessments with the NICEIC to maintain QS status and compliance with documentation and inspection sampling across internal staff and contractors
- Undertake QS Inspection visits and spot checks in relation to SBC engineers, contractors and sub-contractors
- Provide clients/customers with accurate electrical data and documentation when requested
- Complete ladder checks within a timely manner and keep safety records up-to-date, monitor the engineers on maintaining equipment inclusive of daily/before us visual checks

Strategic Role

- Provide surveys, quotations, estimates and purchase of material where needed and ensure value for money is of utmost priority. Attend site meetings as required and support any major projects and proposed works as necessary
- Provide support and technical assistance to colleagues in relation to the preparation of quotes and tenders
- Identify areas where upgrades are required whether corporate or housing and project manage the works including lighting upgrades and consumer unit installs
- Strategically plan the future with ongoing installations and training in regards to the Green Homes Grant and any upcoming projects inclusive of Electric Vehicle Charging, Solar PV, Network Gateway for smoke/fire protection and any other developing technologies, maintaining a focus on impending changes that require electrical maintenance and ensuring staff are suitably trained

Supportive Role

- Work with the Line Manager to deliver contracts within budget and timescales by planning delivery of materials, labour and specialist contractors when required
- Selection and appointment of contractors or sub-contractors with support when necessary from the Line Manager
- Advise maintain, improve and implement new and existing working procedures with the Line Manager and identify any changes that are required and need to be applied
- Investigate issues relating to accidents and insurance claims and report findings to the Line Manager
- Collaborate with the Line Manager on responsibility for all Electrical Risk Assessments and Method Statements relating to works undertaken by the Electrical Engineers
- Ensuring toolbox talks are undertaken on a frequent basis and working in unison with the Line Manager be certain staff are communicated on SBC matters that directly or indirectly affect them

- Working alongside the Line Manager, contribute to setting and monitoring budgets, approximately £1M, inclusive of electrical engineers and cyclical testing, as part of the departments overall budget of £3.32M (2021/22) and be responsible to make sure any works are cost effective and value for money
- Participate and influence the recruitment of staff together with the Line Manager and advise on the requirements in the business in terms of staffing/skill gaps

Supplementary Accountabilities

- Promote locality working and support tenant and leaseholder groups
- Promote customer care, equality and diversity best practice
- Attend information events and meetings outside normal office working hours and at weekends as and when required
- Chair meetings and deputise for the Line Manager as and when required
- Deputise for other surveyors and engineers to ensure essential service delivery cover is maintained
- Participate in continuous professional development
- Supporting out of hours on advice and solving problems

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- At least 5 years' experience in Electrical Installations and Inspection & Testing
- Experience in Supervisory Management
- Experienced in the checking and verifying of electrical certification (NICEIC Qualified Supervisor)
- Detailed knowledge of the current BS 7671 electrical regulations
- Asbestos awareness / training.
- Good working knowledge of the Health & Safety at Work Act
- Experience in the use of responsive repairs and planning IT systems.
- Ability to make site visits
- Knowledge of Microsoft Word and Excel.
- Good verbal and written communication skills
- Estimating and pricing experience.
- IPAF/PASMA qualified
- Have an understanding of Part P of the building regulations

Qualifications

- Appropriate trade qualification (City and Guilds 236 / NVQ) or equivalent
- HNC / ONC Electrical Engineering
- Current Wiring Regulations BS7671 qualification
- Inspection, Testing and certification of Electrical Installations.
- Current driving licence

Decision Making

- Diagnosing electrical and mechanical faults and providing support and recommending repair solutions
- Deciding on the most cost effective repair to be carried out and encourage fix first visit
- Contributing in setting and monitoring budgets and approving expenditure on building services and contracts
- Together with the Line Manager appoint staff and the termination of employment
- Initiating corrective actions for poor performance by engineers and contractors

Creativity and Innovation

- Identify continuous improvement opportunities not just within the department but across the business including identifying and introducing service improvements
- Flexibility in delivering the building services contracts, statutory compliance checks and safety testing programme
- Producing communication presentations and articles

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • Responsible for 15,000 electrical repairs and inspections within budget restraints and compliance to current regulations <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Supervising 21 electrical engineers, technicians (increasing to 23) and specialist contractors • • 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>Yes/No</p> <p>Up to £100K</p> <p>Council Owned property</p>
--	--	--

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Maintaining good relations with tenants and leaseholders of Council owned property
- Working in a collaborative manner with premises managers of operational Council owned property and tenant and leaseholder representative groups to help solve complex property challenges
- Giving specialist and general property advice to local Councillors and Members of Parliament
- Producing policies, standard letters, written reports, presentations and form templates

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

- Telephone and face to face dealings with tenants and leaseholders who are complaining about poor service delivery
- Working with the Line Manager in overseeing and negotiating contractual claims with contractors
- Ability to make site visits to inspect building premises throughout the Borough