JOB DESCRIPTION

Team Leader (Level 2)
Electrical Qualifying Supervisor

DIRECTORATE: Merlin Works
DEPARTMENT: Contracting Services / Facilities Management
SALARY: £29,290 pa
QS SUPPLEMENT £1,500
RESPONSIBLE TO: Contract Manager / Facilities Manager
RESPONSIBLE FOR: Trades Operatives

CONTACTS
All staff within the Society, Board Members, external stakeholders, contractors, suppliers & service providers, residents, leaseholders, general public.

GENERAL DESCRIPTION
Responsible for the financial performance and management of a team of Merlin Works operatives ensuring that all aspects of pre-works, on-going works and post works in your work stream or area of responsibility are delivered effectively, to set financial targets, efficiently to programme where appropriate to legislative compliance standards and to a high technical and works standard.

Develop and shape your service stream to ensure customer needs value for money requirements and organisational objectives are met.

To be accountable for excellent service delivery from your service streams activities and the achievement of its aims and operational objectives ensuring continuous improvements are made.

Work closely and effectively with the other teams within Merlin Works, Asset Management, Supported and Neighbourhood Housing, Finance, H&S, Performance, Quality and Compliance colleagues

Provide a high quality, customer focused service to residents, leaseholders and other service users including consultation and liaison with customers and the provision of on-site technical advice to operatives relating to the service.
Co-ordinate and manage service improvement programmes, including carrying out technical surveys in properties to ensure all works are captured to deliver the client specifications and agreed programmes. Administrate and order any variation works or pre works noted at the survey stage are captured and obtain where necessary the necessary agreements from your client for those works to be carried out.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

1. Reporting to the Contract / Facilities Managers and working as part of a team to directly co-ordinate and manage a team of operatives within your service area to ensure that all work is carried out to agreed financial and productivity targets as well as in an efficient and cost effective manner.

2. Responsible for the management of operatives and specialist supply partners in the following areas:
   a. Contracting and internal planned improvement works, kitchen & bathroom replacements
   b. Electrical Project Works
   c. Aids and Adaptation works
   d. External planned programmes of improvement works
   e. Cyclical decoration works programmes
   f. Pre-planned maintenance programmes
   g. Estate and landscape management service works
   h. Window cleaning and internal and external cleaning services
   i. Waste and environmental services programmes of work

3. Plan and arrange labour and resources to ensure high levels of productivity from the workforce or specialist supply partners.

4. Undertake manual duties in relation to the work designated to your work stream and to the completion of works to ensure objectives are met.

5. Manage, monitor and report on the quality of completed works on site and to take responsibility for resolving customer complaints relating to your specific work stream or the area of work you are involved in.

6. To cover the duties of colleagues during periods of routine absence.

7. Plan and programme resources to ensure consistent workflow to operatives ensuring priority and sequence of works are completed in the most cost effective way.

8. Ensure materials are available to enable completion of works in the required timescales.

9. Monitor the performance of operatives under within your work stream to ensure productivity is maximised and that a value for money service is delivered.

10. Undertake pre-assessments of jobs to provide the correct the specification of required works.
11. Ensure that all appropriate Health and Safety measures are put in place for works and that these are continually monitored and checked.

12. Be prepared to undertake a degree of flexible working if required (e.g. evening/weekend appointments, meetings) to suit the business needs of the team and its customers.

13. Manage and deliver any surveying services for your stream of work in accordance with the specification and agreed programmes of work. Ensure that appropriate quality checks and monitoring systems are in place to assess the standard of work of all pre-work suppliers and or sub-contractors.

14. Carry out the administration of any pre works necessary to ensure that all pre works are authorised, ordered and carried out prior to the any works starting in your works stream.

15. Identify areas of potential efficiencies / inefficiencies in our service delivery regularly to the Contract / Facilities Managers.

16. Advise residents and leaseholders on the nature and extent of works that will affect their home/property. Participate in all areas of resident liaison including formal meetings and presentations, open days etc.

17. Undertake other projects when required. This is to include where appropriate; the design, preparation of specifications, drawings/details and contract administration. Also where appropriate, act as Health & Safety Co-ordinator in respect of the CDM Regulations on projects undertaken by the team.

18. Support the carrying out of stock / estate condition surveys. The assessment must be in compliance with the Housing Health and Safety Rating System, also inclusive of dwellings where stock condition surveys identify potential non-compliance.

19. Ensure that asbestos containing materials and other potential hazards are identified and recorded for the purposes of future management, maintenance and removal.

20. Participate in the design, development and implementation of robust processes for the collection, inputting and analysis of data.

21. Work with colleagues; on a team delivering services to a defined work stream or area. Ensure that programmes of works are designed and prioritised to deliver cost effective, high quality, customer-focused services.

22. Maintain an up to date knowledge of best industry practice and appropriate statutory compliance or legislative standards. Provide advice to colleagues in support of the work of the team.

23. Support the development of a customer-focused culture within the team, actively promoting customer involvement.
24. Coordinate a high quality resident liaison service for your service stream that ensures a high quality experience for each resident receiving works in and around their home, including the provision of individual lifestyle impact assessments and agreed management plans for each resident.

25. Work with Merlin Works Finance, Asset Management and the Contract / Facilities Managers to undertake financial and sustainability evaluations for your service stream or area of responsibility.

26. Consult and engage with residents, family members, representatives, other Merlin team’s staff and key internal management groups in a planned and structured way. Ensure residents are involved in all stages of the services within your service stream, including meetings, presentations, workshops and road shows.

**NICEIC QUALIFYING SUPERVISOR DUTIES AND RESPONSIBILITIES**

A Qualified Supervisor is a person, proposed by the enterprise and subject to acceptance and periodic assessment by NICEIC, who:

1. Is a principal or employee of the enterprise who is available on a full-time basis; and

2. Has had at least two consecutive years' managerial or supervisory responsibility for the technical standard of electrical installation work; and

3. Satisfies the training and/or experience requirements from time to time prescribed and published by NICEIC; and

4. Is conversant with the Electricity at Work Regulations*, BS 7671*, associated guidance material* as prescribed by NICEIC, associated British Standard* and other Industry Codes of Practice*; and

5. Is well versed in the inspection, testing, verification, certification and reporting procedures for the range of electrical work undertaken by the enterprise; and

6. Ensures that results of inspection and testing are properly recorded on the appropriate prescribed forms of certification and reporting, and confirms the results for acceptability.
9. There is also a requirement to pre and post inspections of electrical installations, to ensure compliance with the regulations and maintain minimum standards. The bench mark for post inspections is 20% of all works completed by an individual.

OTHER DUTIES
- Able and willing to work to the Merlin Way, vision, values and behaviours
- To comply with Terms and Conditions of Service
- To comply with Financial Regulations
- To ensure that the principle of confidentiality and the requirements of the Data Protection Act is fully applied to the work of the Society.
- To actively promote the Society’s Equality and Diversity Policy in all aspects of your duties relating to staff, residents, contractors/consultants and external agencies.
- Ensure that the Society and its staff comply with legal and regulatory obligations and wherever appropriate, follow relevant best practice guidelines
- To actively involve residents and others in aspects of your duties, as appropriate.
- To undertake such other tasks as may be reasonably requested by the post holder's manager

ADDITIONAL INFORMATION
This post is subject to a Criminal Records Check (CRB) and is exempt from the rehabilitation of offenders act. All offences will be considered.

This post will require the post holder to participate in an out of hour’s management on-call rota on a rotational basis with other Managers and Team Leaders. An on call allowance and mileage claims will be paid to the post holder in line with the society’s policies as well as any on site time/attendance being covered as toil hours.

This post will require the post holder to travel regularly across the Merlin Works areas of operation therefore the post holder will need to have their own suitably taxed and insured motor vehicle for these journeys, business mileage will be able to be claimed by the post holder in line with the society’s policy for these journeys.
GENERAL NOTES
This is a description of the job as it is constituted at the date shown. It is the practice of Merlin Housing Society to periodically to examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Society reserves the right to make changes to your job description following consultation.

Apart from any specific activities mentioned above, which have an impact on the health and safety of either yourself, your colleagues, tenants or any other members of the general public, you are responsible for following the guidelines laid down in the Society’s Policy on Health and Safety at Work.
The “Essential Requirements” indicate the minimum requirements and applicants lacking these attributes will not be considered for the post. The “Desirable Requirements” enable the Interviewer to further refine their choice of applicant at short listing and interview stage.

**DIRECTORATE:** Merlin Works  
**DEPARTMENT:** Contract Services / Facilities Management

**JOB TITLE:** Team Leader (Level 2) Electrical Qualifying Supervisor

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<th>AREA</th>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<td><strong>Educational Qualifications</strong></td>
<td>Trade qualification e.g. City &amp; Guilds / NVQ 2391 or 2392 and IEE Regs. 17th Edition, and Time served apprenticeship and NVQ 3 Electro-technical Services or C&amp;G 2360 Part A,B and C Or C&amp;G 2394 /2395</td>
<td>Recognised Supervisory Training Certificate e.g. City &amp; Guilds or NVQ Hold a current Supervisors Site Construction Safety Cert. or equivalent</td>
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<td><strong>Work Experience</strong></td>
<td>Experience of management in the building maintenance, facilities management or estate management services. Line management in a trade environment Extensive knowledge and understanding of a range of construction or facilities management methods in the delivery of work / projects and how to undertake or specify these plus provide remedy solutions for any defects that occur.</td>
<td>Experience of controlling contract performance and costs in delivering improvement works within the social housing sector. Experience of supervising a multi disciplined team Experience of managing productivity</td>
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<td><strong>Skills / Knowledge / Aptitude</strong></td>
<td>A customer focused approach and a commitment to delivering excellent customer service Excellent telephone and personal contact manner.</td>
<td>Intermediate knowledge and use of Microsoft Word, Excel</td>
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<th><strong>Use of IT systems / software e.g. Microsoft Word, Excel and Outlook</strong></th>
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<td>Good communication and interpersonal skills and the ability to work well within a team environment.</td>
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<td>Demonstrate good leadership qualities and the ability to develop and motivate staff</td>
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<td>A positive, self-motivated, professional empathetic approach to the needs of vulnerable customers.</td>
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<td>Good communication and interpersonal skills and the ability to work well within a team environment.</td>
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<td>Ability to plan and programme work within a partnership working environment.</td>
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<td>An awareness of industry developments and initiatives</td>
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**Motivation**

| Ability to work within tight deadlines and under pressure. |
| Well organised and self motivated |
| Committed to delivering a quality Customer Service, best practice and best value. |
| Self motivated - sets stretching performance targets for self, and demonstrates drive & determination to complete tasks. |
| Capable of delivering results to a high standard and within predetermined schedules. |

**Other**

| Able to travel to and from Merlin’s |
| office(s) and/or sheltered housing sites across South Gloucestershire | Will be required to complete and obtain a satisfactory disclosure on an enhanced CRB clearance Form. |