L&Q Group

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| **Role title** | DM Electrical Supervisor | **Date** | Nov 2016 |
| **Reports to Title** | DM Electrical Manager | **Version** | 1 |
| **DBS Disclosure Required:** | **No** |
| **Responsibility for End Results** |
| **Purpose** Act as Qualified Supervisor (Electrically) designated neighbourhoods & departments (within DM) on behalf of L&Q as determined by NICEIC. Ensure that the Trust’s properties are properly maintained in accordance with L&Q's business/work processes and management systems in order to identify maintenance requirements(electrically), including reviews and agreement with external electrical contractors if or where applicable.  |
| **Key Responsibilities / Deliverables:** |
| **Main Accountabilities:** List in order of priority, the major activities or functions necessary to achieve the job’s end results. The percentage of time spent on each of these should add up to 100%.  | ***Time******(%)*** |
| Leadership & management including customer service/values* Conduct regular 1:1 reviews with Apprentices, Training assessors, L&Q’s L&D team.
* Matrix Management / indirect reports of DM Electricians.
* Management of Electrical Apprentices (Where applicable) & (matrix) Management of all Electrical Technicians (in terms of electrical technical knowledge and compliance).
 | 10 |
| Strategy/ achieving objectives* Contribute to the achievement of Direct Maintenance’s objectives, operating in line with L&Q values, Health and Safety legislation.
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| Working with others – internal* Work with other trust teams (call centre, housing managers, etc.), stakeholders and residents to provide support, advice & technical knowledge (via emails, CRM enquiry, phone or face:face).
* Work directly with all Trade Supervisors, Planners and admin within DM to provide support, advice, information and technical knowledge on a regular basis.
 | 20 |
| Working with others – external* NICEIC Annual Assessment- Attend meetings with the NICEIC area assessor to ensure preparations and conditions are met for the continued registration.
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| Budgetary responsibility* Authorise spends up to agreed levels whilst maximising cost effectiveness and having regard for financial strength.
* To review variation requests under £1,000.
 | 5 |
| Compliance* Have responsibility for health and safety and other legal requirements relating to the range of electrical work L&Q undertakes.
* The QS will have fundamental responsibility to ensure the quality & compliance of day-to-day work of the business, to negate so far as is reasonably practicable, the risk of damage to L&Q property.
* The QS will be responsible for ensuring electrical installation work carried out is compliant

The QS will ensure that results of inspection and testing are properly recorded on the appropriate prescribed forms of certification reporting and reviews and confirms the results for acceptability. | 40 |
| Records & systems* Ensure adequate systems and processes are in place to maintain the necessary relevant Trust record and management systems.
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| Risks Manage risk by ensuring all responsibilities of a QS are meet as deemed by NICEIC publications. | 5 |

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| **Financial Responsibility:** Enter below any revenue, operating or capital budgets for which the role is accountable**. Up to £1000 per void / £1000 per reactive job- In line with team Managers** |
| **People Responsibility:** Indicate below the number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range.  |
|  | ***Direct Reports*** | ***Indirect Reports*** |
| **Total** **Employees** | Up to2 | Up to 30 |
| Please list below any outsourced service providers that are managed by the role (e.g. payroll), or any functional / project management responsibilities: Electrical Contractors, including contract management and financial control where applicable. |
| **Technical Knowledge/Skills**  |
| List of technical knowledge/skills required to successfully perform the job role; including professional qualifications |
| * C&G 2360 Pt1 & Pt2 (or current equivalent) - **Essential**
 | * Ability to Drive (Full driving license) - **Essential**
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| * C&G 2391 (or current equivalent) – **Essential**
* G&G 2382 - **Essential**
 | * Able to lead, manage and motivate others to deliver against defined objectives in a demanding customer facing environment, including the management of contracts and the relationship with sub-contractors - **Essential**
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| * Held the position of ‘Qualified Supervisor’ ‘Approved Contractor or Domestic installers’ Status within a recognised scheme. IE.NICEIC, ECA, ELECSA - **Essential**
 | * Effective communication (written and verbal) & influencing skills – **Essential**
* Commercial and Financial acumen - **Essential**
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| * Have at least two consecutive years supervisory or managerial responsibility for the standard of electrical installation work. In the case of a sole trader, a two year trading period will satisfy this requirement if the appropriate managerial or supervisory experience has not been gained elsewhere. -**Essential**
* Understand the Electricity at Work Regulations, current edition of BS 7671, and the Codes of Practice and guidance documents relevant to the range of electrical work under taken.- **Essential**
 | * Understand the inspection, testing, verification, certification and reporting procedures for the range

of electrical work undertaken - **Essential*** Effective organisational, time management and planning skills and the ability to deliver quality outcomes against demanding objectives – **Essential**
* Understanding IT / technologies, functions in relation to electronic certification software. – **Desirable**
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| **L&Q Values- Behaviours and actions** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviors and actions. |
| **People** |
| * We care about the happiness and wellbeing of our customers and employees
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| **Passion** |
| * We approach everything with energy, drive, determination and enthusiasm
 |
| **Inclusion** |
| * We draw strength from our differences and work collaboratively
 |
| **Responsibility** |
| * We own problems and deliver effective, lasting solutions
 |
| **Impact** |
| * We measure what we do by the difference we make
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| **Other**  |
| * Commit to supporting L&Q’s environmental policy and social mission
* I will comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks
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