



Job Description

Title:	Electrician
Reports to:	Contract Manager
Based at:	Bessemer Road, Norwich
Hours of work:	40.00 per week, Mon - Fri

Key objectives of role:

To carry out and assist with all trade related tasks as an Electrician working as (but not restricted to) part of a customer focused team. Role is to ensure the effective and efficient repairs of all electrical duties

Main responsibilities:

1. To be responsible for the effective and efficient repairs of all electrical duties, including all associated works within both occupied and void properties using the required tools.
2. To assess and carry out accurate planned repairs and upgrade works.
3. To ensure that the work is undertaken in a timely manner, whilst maintaining a high standard of workmanship.
4. To manage customer enquiries, responding in a professional manner coordinating with our Operations Centre.
5. From time to time, if requested, to act as a mentor to trainees/apprentices to encourage and support their development.
6. To undertake any other duties as required by the Group from time to time, if these duties are of a greater level of responsibility or skill that those required in the post, then full training and appropriate supervision will be provided.

7. Work on own initiative to ensure that all repairs and planned works are carried out efficiently to ensure the right level of customer satisfaction is achieved.
8. Take responsibility for all transport, equipment or mobile phone devices issued by Gasway and ensure that they are kept in excellent condition and secure at all times.
9. Take personal responsibility for own Health, Safety and Welfare and that of colleagues in the workplace.
10. Take personal responsibility for seeking value for money opportunities.
11. Understand and use measures to enable continuous improvement.
12. Take personal responsibility for the understanding and application of the Gasway culture by the team and individuals and striving for continuous improvement.
13. Ensure that It Security and Data Protection Legislation is adhered to at all times.
14. Actively support Gasway's E,D & I policy to ensure that all customers/residents and colleagues within the Group are treated fairly, with dignity and respect.

Duties:

- Installation of new Kitchen & Bathroom electrics
- Testing and inspection of domestic dwellings
- Fault finding and repair
- Showers
- Completion of all NICEIC paperwork

Person-Profile:

Selection Criteria: A = Application Form I = Interview T = Test/Personality Profile D = Desktop or other practical exercises	Essential or Desirable (E, D)	Assessment Method (A, I, T, D)
Experience • A good knowledge of the general building and construction industry • Good understanding and knowledge of basic Health and Safety • Experience in ordering and collecting materials and/or plant hire • Ability to make decisions and confident at problem solving • Experience of property maintenance • Experience of working within the Social Housing sector	E E D E D D	A, I A, I A, I A, I A, I A, I
Qualifications: • 17th Edition qualified • 18th Edition qualified • 2391 Testing and Inspection • Health and Safety trained • Full UK Driving License	E D D D D E	A A A A, I A
Skills: • Excellent Communication skills both written and verbal • Excellent personal presentation and time keeping skills • Ability to display excellent Customer Service skills both internally and externally, generating a positive working environment • Ability to work diligently with good attention to detail • Ability to follow detailed instructions • Ability to demonstrate technical skills in both core trade and associated trades • Analytical and Numeracy skills • Knowledge of Tablets/Microsoft Packages	E E E E E E D D	