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|  | **POST TITLE:** | Electrical Technician |
| 1. **2.** | **POST NUMBER:** | R&M 52 |
| 1. **3.** | **GRADE:** | Grade 7  Job Evaluation Ref No:N7433 |
|  | **LOCATION:** | Your normal place of work is Meadowfield Depot. However you may be required to work at any council workplace within County Durham County Council |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post. Please note normal working hours for operational staff are 08.00am to 16.30pm Monday to Thursday and 08.00am to 16.00pm on a Friday.

**6. ORGANISATIONAL RELATIONSHIPS:**

**Responsible to:** The post holder is responsible to the R & M Electrical Manager and will work in conjunction with all Durham County Council employees. In particular good working relationships must be established and maintained with the Foreman, managers and QS/ Estimators and other Technician posts throughout the service.

**Work alongside:** Work with and across all Council Service Groupings.

**Responsible for:** The coordination of the repairs process including the delivery of Electrical R & M works and the operational direction of Charge hands, Tradespeople, Apprentices, and framework Sub-Contractors.

**Responsive to**: The R & M Electrical Manager, the needs of the Service and the needs of the customer.

**7.** **DESCRIPTION OF ROLE:**

The post holder is required to ensure works orders are managed in an efficient, planned and co-ordinated manner including ensuring the resources required to complete these are equally, efficiently, planned and coordinated. This includes the systems necessary to monitor, record and report on these activities. The post holder is required to maintain record systems associated with the works including but not limited to accurate job records, service sheets, timesheets, delivery tickets and certification.

The post holder is responsible for ensuring the financial systems are updated regularly to reflect progress and the completion of works including working with Business Support employees to achieve the required outputs. The post holder will be required to undertake the duties normally undertaken by the Electrical Foreman during periods of absence or during periods of high workload.

The post holder is required to assist in the completion of quality assured works in conjunction with other Building and Facilities Maintenance employees. The post holder is required to assist in the development of the Building and Facilities Maintenance Service by expanding the Electrical Services offered and improving the quality of the Electrical works carried out. In addition assist in maintaining Durham County Council’s property portfolio of buildings and developing good customer relationships with service users.

**8. DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:**

* 1. Assist the Electrical Repairs Manager for the delivery of electrical works and assist with the operational direction of Chargehands, Tradespeople, Apprentices and Sub-contractors.
  2. Assist the Electrical Repairs Manager, as required, directing and monitoring operational workforce activities effectively. In particular that the services provided are value for money and to the required standard.
  3. Assist in ensuring the performance targets set for the post holder’s ‘Divisions’ are achieved and provide information as required to monitor the KPI’s
  4. Promote and develop good working practices and procedures and improve the personal awareness of the staff with regards to the achievement of an excellent health and safety culture.
  5. Assist the Electrical Repairs Manager (Maintenance) to develop strategies for improved project and service delivery.
  6. Ensure all working practices and systems comply with the organisations Quality Management System.
  7. Ensure that the organisation continues to be a Best Value provider of Electrical services and strives for excellent customer relations.
  8. Promote the services offered by Direct Services to both existing and potential customers as the opportunity arises.
  9. Responsible for integrating the working practices of their areas of responsibility/operating Divisions into the organisation as a whole by invoking a positive teamwork approach.
  10. Ensure self-compliance and the compliance of all allocated employees with the policies and procedures of Durham County Council.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Electrical R & M Manager.

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

Person Specification

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| Qualification | * NVQ Level 3 or equivalent in a relevant qualification. | NVQ Level 3 or equivalent in an Electrical Services discipline. | * Application form * Selection process * Pre-employment checks |
| Experience | * Experience of working at a similar level within a Construction or Maintenance environment. | Experience of working at a similar level within an Electrical Services discipline. | * Application form * Selection process * Pre-employment checks |
| Skills/ knowledge | * Ability to communicate effectively, both orally and in writing. * Analytical and decision making skills. * Good IT skills. * Good organisational skills. * Knowledge of Quality Management Systems. | * Understanding of Construction Services and Repairs & Maintenance. * Understanding of local government | * Application form * Selection Process * Pre-employment checks |
| Personal Qualities | * Team player * Commitment to the concept and values of public service. * A flexible approach to work and a capability to work under pressure and to deadlines. * Self-motivated and able to work on own initiative, but in accordance with corporate objectives. * Ability to work in partnership with others to forge effective working relationships. |  | * Application form * Selection Process * Pre-employment checks |
| Special Requirements | * Travel is an essential requirement of the post * May be required to work outside normal hours |  | * Application form * Selection Process * Pre-employment checks |