

Job Description

Job title	Electrician
Profession:	-
Band:	-
Directorate	Customer
Accountable to	Technical Manager - Electrical

Job Purpose: To carry out routine maintenance, repair and installation of electrical services equipment in customers’ homes and elsewhere in accordance with prescribed work schedules, Institute of Electrical Engineering (IEE) wiring regulations and to Sovereign Network Group’s (SNG’s) established standard procedures set for delivery of exceptional customer service.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy: Direction set by the Technical Manager - Electrical

Key Accountabilities:

- Working within defined procedures with a limited degree of supervision/guidance whilst being accountable for individual results and the impact these may have on SNG.
- Carry out routine servicing and response repairs to electrical services equipment, including fault diagnosis and rectification, in order to meet work schedules and to deliver a high-quality service to specified standards.
- Assist all other trades as and when required. Undertake associated general building repairs and other trade activities to complete satisfactory repairs in order to meet work schedules.
- Applying knowledge and skills to record and report on status and condition of electrical services equipment encountered via periodic inspection sheets and minor works/installation certificates. This is to enable appropriate information to be fed into reports including recommendations concerning future maintenance and safe use. If more complex defects are exposed, then these should be referred to the Supervisor/Line Manager for identification of the necessary remedial action.
- Estimate, requisition and recommend the acquisition of necessary materials and spares to ensure that appropriate satisfactory repairs and maintenance are carried out in accordance with IEE wiring regulations and Health and Safety at Work regulations.
- Liaise with both internal and external customers appropriately and promptly, to ensure those connected or involved in your work are aware of progress and action taken or action required to rectify the identified defect/s.

- Participate effectively in Mobile Working by accurately operating the electronic recording system where issued, or paper systems, to plan appointments and for record of job order/s including transmission and maintenance of timesheets, work completion status, vehicle records, materials management and progress against target objectives set for, time, cost and quality.
- Participate in the delivery of Out of Hours call out service in accordance with SNG’s current policies and procedures.
- Operate within the existing SNG Code of Conduct promoting a positive image as a local community service provider to ensure all customers receive the best possible effective and efficient service.
- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies to ensure an integrated contribution to SNG’s corporate objectives.
- Observe and comply with policies and procedures for Health and Safety at Work and observe and continually promote equal opportunities and customer care in compliance with organisational aims and objectives.
- Continuously seek realistic ways to improve efficiency and effectiveness in your role, to help the department, and SNG, achieve its goals.
- Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

Knowledge and Skills:

- Technical understanding of electrical safety.
- Knowledge and understanding of current electrical regulations and related building regulations.
- Can only work on their own in areas of proven competency.
- Areas of competency to be monitored and reviewed by Qualified Supervisors.
- Electricians City & Guilds in Electrical Installation 2360 or City and Guilds 2368 Electrical Installation Level 3 or NVQ Electrical Installation Level 3.
- City and Guilds 2381 Requirements for Electrical Installations Level 3 BS7671.
- Approved Electricians in addition to an Electrician they should also hold City & Guilds 2391 in testing.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job Code	Author	Date created/modified	Effective date
1.0	4002	NH – New Template	1/10/20	1/10/20
2.0	4002	Claire Dinsey (new template only – SNG)	May 2024	