

# Job Description

<b>Job title</b>	Lead Electrician
<b>Directorate</b>	CCO (Customer)
<b>Accountable to</b>	Technical Manager - Electrical

## Job Purpose:

The role will carry out routine maintenance, repair and installation of electrical services equipment in customers' homes and elsewhere in accordance with prescribed work schedules. Ensure work is carried out to the Institute of Electrical Engineering (IEE) wiring regulations and to 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:

Within the broad direction set by the Technical Manager - Electrical, this role will deliver key accountabilities. Work within defined procedures with a limited degree of supervision/guidance whilst being accountable for individual results and the impact these may have on SNG.

## Key Accountabilities:

- Carry out routine servicing and response repairs to electrical services equipment, including fault diagnosis and rectification, in order to meet work schedules. Deliver a high-quality service to specified standards.
- Carry out the duties of a NICEIC (national inspection council for electrical installation contracting) QS (qualified Supervisor) and sign off certificates. Audit electrical certification from external contractors and 10% of their on-site works.
- Carry out audits on electricians and site validations for works to be conducted.
- Assist all other trades as and when required.
- Apply 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 will enable appropriate information being fed into reports including recommendations concerning future maintenance and safe use. If more complex defects are exposed, then these should be referred to the Technical Manager - Electrical or 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 (institute of electrical engineering) 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 the 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 SNG's 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.

### General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

### **Knowledge and Skills:**

#### Essential

- Technical understanding of electrical safety.
- Knowledge and understanding of current electrical regulations and related building regulations.
- Ability to work on their own in areas of proven competency. Areas of competency to be monitored and reviewed by Qualified Technical Electrical Managers.
- 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. Previous experience at approved status as Lead Electrician.

Desirable

- Previous supervisory experience.
- Solid understanding of the 18th Edition IET Wiring Regulations, experience with inspection and testing (ideally City & Guilds 2391 or equivalent), and preferably experience as a NICEIC QS.
- Strong proficiency in IT is desirable, particularly in areas like certification software and Microsoft Office suite.

*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.*

<b>Version</b>	<b>Job code</b>	<b>Author</b>	<b>Date created/modified</b>	<b>Effective date</b>
1.0	4007	Peter Bailey	20/06/2023	
2.0	5033	Rebranded	14/08/2025	