

Job Description

Job title	Technical Manager – Electrical
Profession	Property Maintenance & Technical Assurance
Band	E
Directorate	CCO (Customer)
Accountable to	Operations Manager - Electrical

Job Purpose:

The role will lead a team of electrical specialists to deliver a customer centric, high quality, value for money, property safety and compliance services for SNG. The delivery will be through a mixture of an inhouse workforce, sub-contractors, main contractors and may also use external consultants to assist delivery.

The role will need to ensure that all works are undertaken in a competent and safe manner with our customers at the centre of everything we do and ensure that SNG meets its commitments, monitors its performance and evidences its delivery relating to all its regulatory and legislative obligations. Ensure all elements will be managed and controlled within agreed budgets.

Financial responsibility: circa £12million+ per annum

People responsibility: circa 7-15 Direct reports

Autonomy:

Within the broad direction set by the Operations Manager - Electrical, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done. Ensure achievement of the customer, operational and financial goals, and maximise regulatory, legislative and industry best practice.

Key Accountabilities:

- Responsible to deliver the right outcome for our customer in a safe and timely way.
- Responsible for data related to the property domain as set out in SNG's data landscape.
- Promote a positive collaborative culture of building safety and compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance team for consideration and/or investigation.
- Deliver on operational elements of electrical property safety and compliance delivery across SNG's localities both residential and non-residential portfolio, within the accountable aspects of electrical.
- Accountable for the delivery of property safety and compliance programmes and projects to agreed performance and financial standards and targets, ensuring customer satisfaction, cost effectiveness and value for money.
- Deliver to agreed set stretch targets for key performance indicators across all operational areas.

- Set and maintain high levels of safe working practices across all areas of property maintenance and improvement services in line with health and safety legislation and Construction (Design and Management) regulations.
- Responsible for all aspects of service delivery and performance within the electrical property safety and compliance delivery teams to ensure that SNG's property assets are maintained and improved to protect their core value and to meet the needs and expectations of current and future residents.
- Ensure a detailed local knowledge of asset condition and future investment needs is fully embedded and maintained across service delivery teams.
- Maintain an up-to-date knowledge and awareness of technical, statutory, regulatory and legislative requirements, standards and best practice in relation to the delivery of electrical safety maintenance services with all activities related to electrical delivery
- Ensure all resources delivering property and compliance services, including suppliers, are effectively deployed to maximise productivity and focus on delivery of great property maintenance and improvement services which target customer expectations.
- Responsible to drive business effectiveness, creative and innovative solutions to improve customer service and efficiency of delivery whilst ensuring procedures are followed and compliance and regulatory standards are met.
- Set and maintain high levels of safe working practices across all property maintenance and improvement services.
- 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.
- Work collaboratively with Locality Maintenance Managers to deliver 'localities' (and functional) performance and the corporate plan objectives, ensuring key projects and activities are achieved in a timely and cost-effective way delivering the agreed business outcomes and benefits.
- Prepare and submit reports to the relevant management groups as required to seek approval or for information.
- Deputise for the Operations Manager - Electrical where necessary.

Leadership

- Manage the Electrical team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the Electrical team provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.
- Be visible and present as a leader within the team, demonstrating professionalism and confidence, always holding self and others to account.

- Demonstrate commitment and energy to the team to motivate and inspire the achievement of results.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- 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 knowledge of Electrical Safety, knowledge and understanding of current electrical regulations and related building regulations.
- City and 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. City and Guilds 2391 Testing and previous experience in a supervisory role.
- Ability to deliver a value for money service whilst taking actions to mitigate any risks.
- Ability to operate with commercial acumen.
- Able to analyse business information and formulate metrics that deliver permanent or consolidated progress.
- Demonstrable experience in strategic thinking, commercial acumen and values driven behaviours to fulfil corporate plans and strategies at both a local and organisation wide level.
- Evidence of delivering on innovative concepts, utilising future changes in policy to support flexibility in a responsive organisation.
- Ability to inspire, support and develop others to optimise their performance.
- Know how to create honest communication and inclusive relationships to ensure people are motivated and feel they own and are accountable for their work.
- Strong people skills, effective communicator with the ability to influence and challenge.
- Knowledge of relevant health, safety and environmental legislation with focus on compliance within all activities undertaken by the teams.
- Ability to communicate responsibilities to data users and assure the proper use of data within the Building Safety and Compliance Data domain.
- Understanding of data breaches, associated implications and industry standards of preventing/triaging a breach.

- Track record of meeting deadlines and working effectively with others in a complex and dynamic environment.
- Evidence of excellent customer service achievements in a complex delivery environment.
- Excellent communication and interpersonal skills.

Desirable

- Experience of managing an Electrical Property Safety and Compliance Services team in a large and complex Housing Association.
- Excellent demonstratable knowledge of programme development and performance improvement in a social housing environment.
- Proficient use of Microsoft office suite with Intermediate or advanced Excel skills.
- Experience in repairs IT systems such as Uniclass/URM, DRS and Keystone.
- Ability to validate and impact assess, to escalate data issues as required.
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).

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	1410	Peter Bailey	10/2022	
2.0	4729	Rebranded / Richard Ward	05/2025	