**Job Profile Information: Electrical Technical Officer**

**This supplementary information for Electrical Technical Officer is for guidance and must be used in conjunction with the Job Capsule for Level 5 Zone 1.**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes.  It does not form part of an employee’s contract of employment.**

**Role Purpose:**

Reporting to the M&E Operations Manager, the Electrical Technical Officer will be responsible for working within the teams providing professional and comprehensive electrical engineering services, inspecting and testing electrical parts, assemblies, and accessories post installation, for conformance to specifications of quality standards and codes standards. Be responsible for the provision of electrical technical services, advice, design, feasibility and maintenance support on Electrical Engineering matters for the Property Management division.

**Example outcomes or objectives that this role will deliver:**

* Provide specialist professional and technical advice and reports on all matters within the functionality of the service
* Chair site meetings and inspect works to ensure electrical maintenance and repair services provided by contractors comply with the terms of the contract and are undertaken in a proper and professional manner as defined by the appropriate professional codes of practice, health and safety and CDM regulations.
* Provide professional and technical advice and reports on all matters within the functionality of the service, including the role of professional or expert witness at hearings, adjudications and legal proceedings etc.
* Prepare reports for project approval and progress updates, highlighting performance of contractors against Key Performance Indicators.
* Inspect projects and oversee electrical servicing, and programmes of work, undertaking quality assurance compliance inspections during the course of the contract, as a member of a multi-disciplinary team, resolving complex issues and disputes with contractors
* Prepare feasibility studies and tender specifications in partnership with the Procurement Manager.
* Undertake detailed investigations, make site visits, carry our surveys, diagnose faults and specify remedial actions, giving clear oral and written instructions to the contractor’s where required.
* Scrutinise content of electrical certification received from contractors. Maintain comprehensive records of certification. Authorise urgent works and collate recommendations for improvements for consideration in the planning of planned maintenance works.
* Prepare test installations in accordance with current regulatory standards. On completion of each project, supervise final testing and commissioning of the works in compliance with current standards.
* Commission specialist technical reports, review recommendations arising and prepare summary report with recommendations.
* Maintain and improve standards of electrical engineering service designs and refurbishment works for the Council
* Maintain and update relevant Quality Assurance systems/procedures/processes.
* Provide accurate information to Leasehold Services to enable statutory Section 20 consultation notices to be issued and liaise with the team to prepare formal responses to all queries.
* Provide accurate cost data to Leasehold Services for annual service charge billing and investigate and prepare responses to queries of final invoices and preparation of information required to respond to Leasehold First Tier Tribunals where required.
* Contribute to the development of policy, practice, procedures and service planning for Asset Management and Property Management and participate in projects, working groups, service developments, audits and reviews as directed.
* Build and maintain effective and productive working relationships with internal and external stakeholders.
* Maintain own up to date knowledge of legislation, advances in technology and best practice relating to the functionality of this post and ensure that it is translated into action.
* Monitor and report on contractor’s performance to ensure that services meet performance, contractual compliance, quality and budgetary targets. Take corrective action if they fall out of target.
* Attend meetings with tenants and leaseholders to undertake pre-project consultation to ensure the needs, priorities and aspirations of residents are understood and involve customers in monitoring services so that customer feedback drives continuous service improvement.
* Prioritise and deal with all resident complaints and members enquiries in accordance with the Council’s timescales and standards and aim to resolve them to the customer’s satisfaction.
* The role is one of positive intervention and management support based on specialist knowledge and research.
* The role is required to offer a consistent service while coping with stressful situations and fluctuating demands and pressures.
* There is a requirement to work flexibly in response to the demands of the job, which may require dealing with emergency situations and working beyond normal office hours on occasions.
* Carry out other duties commensurate with the salary grade and directed by Head of Service
* Keep up to date with all changes in building regulations, policies and best practice, research new building products and ensure we are compliant with legislation and good practice.

**People Management Responsibilities:**

* Delivery Sub Contractors
* Point of escalation for administration and support team.

**Relationships:**

* Effectively engage and manage specialist Contractors
* Build and maintain effective and productive working relationships with internal and external stakeholders.
* Effective networker both internally and externally.
* Proactive customer management to ensure high levels of satisfaction and positive perceptions.
* Engage with members and tenants on operational logistic issues.
* Strong influencing skills and able to direct and manage the stores team and liaise with supervisors and managers.

**Work Environment:**

* M&E Repair’s delivery is a high volume, fast moving environment and can involve high pressure on a regular basis. Flexibility, adaptability and the need to make decisions quickly is vital as priorities frequently change and information is updated in real time. You will be expected to visit properties on a frequent basis either pre, during or post completion.
* Our service to our residents operates over extended weekday working hours, typically 8 AM to 6 PM Monday to Friday and 8 AM to 1 PM Saturdays. You will be required to work flexibly to manage and support service delivery between these hours, this may include changes to working times / patterns in order to deliver an effective service.

**Technical Knowledge and Experience:**

* Minimum of NVQ level 1+2 in electrical engineering installation with a BTEC Higher Certificate and Diploma in electrical engineering / building services or HNC / HND
* 18th Edition Certification (Required)
* Significant experience of undertaking technical inspections and managing electrical works/contracts within a social housing environment
* Detailed knowledge of electrical installation maintenance and refurbishment works.
* Significant experience and understanding of CDM regulations and their application in managing works
* Detailed knowledge of health and safety legislation in relation to electrical works
* Knowledge of procurement and tendering requirements in a local authority
* Experience of writing specifications for planned electrical maintenance projects.
* Knowledge of statutory requirements relating to leaseholder consultation requirements
* Experience and ability to scrutinise electrical certificates and take appropriate actions to deal with recommendations
* Ability to prepare risk assessments
* Experience of managing revenue and capital budgets and approving costs from contractors.
* Experience of monitoring contractors performance, meeting KPIs and standards
* Good communication skills both verbally and in writing with ability to write effective letters, specifications of works and reports
* Ability to explain technical issues to non-technical staff in a clear and jargon free manner.
* Ability to use a IT packages and repair’s databases
* Ability to work outside normal hours where necessary to deal with emergencies
* Ability to attend meetings out of normal working hours.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit by clicking [HERE](https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1)

**Chart Structure**

