

Electrical Operations Manager

Job Description

Our
Vision

We provide
excellent
services to
customers

and build
new homes
to help more
people.

We make
sure our homes
are safe and
sustainable

and strive to do
more by making
the most of our
resources.

About Paradigm Housing Group

Paradigm Housing Group is one of the South East's leading housing providers. We manage more than 17,000 homes across 30 different local authorities.

At Paradigm, we work hard and strive for excellence. In return we offer a great place to work and an attractive range of benefits, including a Health Cash Plan, bonus potential, a competitive pension scheme and 25 days holiday plus 3 days closure at Christmas.

We welcome applications from all sections of the communities we work in.

Safer Together

The safety of our customers, colleagues and ourselves is a priority in everything we do.

- Putting safety first •

Driving Improvement

We seek to do things better and deliver value to our customers.

- Commercial and financial awareness • Change and innovation • Delivery focus •

Being Clear

We will communicate in a clear and consistent manner so that our customers, colleagues and stakeholders understand the high standards that we work to.

- Managing information • Communication • Planning and organisation •

Acting thoughtfully

We make ourselves aware of our customers' and colleagues' circumstances and consider this thoughtfully and respectfully, and with attention to the impact on the environment when taking action.

- Involvement and inclusion • Customer focus • Integrity and respect •

Working As One

We work collaboratively with others and take personal responsibility for delivering outcomes for our customers, colleagues and stakeholders.

- Teamwork and collaboration • Developing self and others •

**PARADIGM HOUSING GROUP LIMITED
JOB DESCRIPTION**

Post: Electrical Operations Manager

Regular Contacts: The 'Property Services team', Housing Officers, CSA's, CMO's
Residents and all other Paradigm Staff

Responsible for: 1 Electrical Quality Inspector, 1 Electrical Supervisor & Circa 10
Electricians

Responsible to: Assistant Director of Compliance

Job purpose:

To provide strategic direction and implementation of a fully comprehensive electrical works service & compliance, ensuring an effective financial and team operational performance is delivered.

Work proactively with the Property Services Team in the overall management of other work streams to ensure that wider financial and business objectives are achieved.

Key Accountabilities:

- Oversea and manage electrical works/compliance carried out in all work streams via direct management or via specific works managers
- Provide leadership, strategic direction, and continuous improvements whilst managing and monitoring performance and productivity of the Electrical team.
- Act as the Duty Holder & QS for the NICEIC Approved Contractor, overseeing, on-site assessment, off-site assessment, and audit.
- Produce accurate and robust regular performance, operational, financial & compliance reports/updates to the Head of Compliance, Leadership Team and Board as required.
- Deliver and monitor the Electrical works & compliance testing programme, including the forward plan, WIP, budget, and associated remedial works and investment programme.
- Provide technical support and compliance information to Works Managers and all associated support teams.
- Pro-actively manage and monitor all associated materials suppliers to ensure best value and effective delivery.
- Effectively manage the electrical work stream to comply with current legislation taking into account any regulation updates.
- Develop and implement strategic long term plans to ensure effective and efficient delivery of the work stream.
- Deliver a financially competitive service whilst ensuring high quality works offering

- Pro-actively monitor and measure the service provision to ensure compliance with all performance indicators (PI's), and to take appropriate action where necessary
- Be a point of contact for the escalation of queries and complaints internally and externally, ensuring prompt resolution.
- Recruit, retain and develop a team of technicians ensuring effective performance management and recognition enabling a motivated and high performing work force.
- Pro-actively monitor customer satisfaction and take appropriate action where necessary to meet or exceed expectations
- Ensure all relevant operational procedures are adhered to, and reviewed/updated on a regular basis with a view to continually improve business performance.
- Ensure compliance with all necessary CDM, ACOP & Health and Safety requirements as stated within specific regulations, statutory, non-statutory & company policy.

LEVEL OF AUTHORITY

- Make decisions and implement appropriate and consistent actions based on Paradigm staff policies, best practice standards and effective methods of work
- Check and authorise orders and invoices ensuring that agreed financial regulations and procedures are followed.
- Review, make recommendations and implement improvements to the operations manager to help steer the business stream to successful outcomes

REQUIRED OUTCOMES FROM POST

Success in this post will be measured by:-

- Effectively and efficiently manage the £3.5million electrical works budgets
- Streamline processes and procedures to ensure maximum efficiency
- Delivery and development of the electrical compliance testing programme
- Ensuring that targets are met and where possible exceeded
- Ensuring that H and S scores are managed to the upper quartile of the contract
- All works compliant with current regulations
- Stretch customer satisfaction targets for the team
- Ensure an effective and smooth running program of works with minimal delays
- Ensure the team is flexible to change and continuously improving

PERSON SPECIFICATION

In addition to fulfilling the role in a way that reflects our values, the attitudes and behaviours we expect from all staff and corporate objectives, this role requires the following:

Essential criteria = (E)

Preferred criteria = (P)

- Fully qualified under current legally required electric regulations (E)
- Extensive experience of electrical works, supervision of works and demonstrable experience of electrical works improvement (E)
- Demonstrates a commercial & strategic awareness (E)
- Experience in managing and delivering a compliance programme (E)
- Experience of NICEIC Approved Contractor Q/S and Duty Holder (E)
- Previous experience of delivering a high standard, customer focused service (E)
- Demonstrates a can do attitude with the ability to take ownership of issues/problems and personally resolve them (E)
- Is able to critique processes/procedures and can implement improvements that have a business benefit (E)
- General understanding of all trade works within direct control to include Voids, Small works, reactive repairs, kitchens and bathrooms, cyclical etc (P)
- Proficient in quality inspecting works (E)
- Aware and able to comply with current H&S legislation and obligation (E)
- Have health and safety training to the required CITB industry standard P
- Excellent communication skills including presentations, report writing, e-mails & verbal communication E
- Computer literate E
- Adaptable and flexible E
- Good Judgement, problem solving and negotiation skills E
- Personal Integrity E