



JOB DESCRIPTION

Job Title:	Heating and Renewables Electrical Engineer
Reports To:	Deputy Electrical Manager
Team:	Planned Asset and Technical Services
Directorate(s):	Operations
Grade:	BRS B7
Job purpose:	<p>To work as part of the Planned Asset, Operations Directorate, ensuring that the Association's properties are maintained to the required standard.</p> <p>To complete heating wiring and fault finding within heating and renewable systems. To ensure new wiring to boilers and system installations are carried out efficiently and effectively and to the customer's satisfaction.</p> <p>To ensure installations are carried out in accordance with the Association procedures and carried out in accordance with the latest regulations.</p> <p>Manage and prioritise own workload on a day-to-day basis with regards to the planned program and day to day scheduled work.</p>

Overview:

1. Key skills to do the job

- A good knowledge of the general building/construction industry and with the relevant Trade qualification as stated above.
- Experience in working alone and as part of a team, in addition to supervising and working together with Sub-Contractors.
- Work on own initiative to ensure that Gas Boiler & Renewable heating wiring Installations are carried out efficiently and effectively to ensure call backs and service complaints are minimised, and first-time fixes are maximised.
- Able to make decisions and confident at problem solving.

Required behaviours – Mandatory for all roles within Broadland

All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Good written and verbal skills, computer literacy and numeracy are essential.
- Good personal presentation and communication skills are necessary when delivering a service to our tenants

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.
- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.

- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- To work closely with the Planned & Reactive Heating managers and Electrical management team to help deliver the planned heating program and renewable service program also to assist with fault finding and repairs regarding the external wiring controls for these systems.
- You will deal with tenant enquiries and respond in a professional manner reporting back to the Technical Managers and refer complex technical queries to the relevant manager in the Technical Services team.
- Responsibility, often working without supervision, for the effective and efficient delivery of your contribution to the Planned heating wiring and renewables servicing program, responsive repair breakdown service - including ASHP, UHWS, Solar Thermal, PV, HR and MVHR
- You will additionally provide emergency cover for other Electrical related repairs and installations works. This is across responsive repairs.
- Geographical areas of work will be defined by the Association but will cover Norfolk and North Suffolk.
- You will ensure that the work is undertaken in a timely manner consistent with prescribed performance indicators advised.
- Be prepared, if requested, to act as a mentor to trainees within the Association and encourage a learning environment.
- You will on a rotational based system and be required to be part of the team carrying out work out of hours. Comply with the policies and practices of the Association, to deliver and act in accordance with the Dignity and Diversity policy and to be responsible for undertaking working practices in a safe manner in accordance with the Health and Safety Policy.
- To undertake any other duties as required by the Association from time to time. If these duties are of a greater level of responsibility or skill than those required in the post, then full training and appropriate supervision will be provided.
- To undertake any other duties within other areas such as the servicing and repair of renewable heating installations subject to being sufficiently qualified to carry out such works.

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.

- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Heating and Renewables Electrical Engineer

Essential Criteria

Qualifications

- **City and Guilds Electrical Installations NVQ Level 3 2357.**
- **City and Guilds 5357 including AM2S apprenticeship.**
- **City and Guilds 2360 - Part 1 and Part 2.**
- **City and Guilds 2330 Levels 2 and 3.**
- **City and Guilds 2382 (18th Edition of the Wiring Regulations).**
- **City and Guilds 2391 – inspections and testing.**
- AM2 depending on qualification period.
- Renewable heating qualifications, including ASHP, UHWS, Solar Thermal, PV, HR and MVHR accredited qualifications to BPEC level or equivalent.
- Full Driving Licence

Experience

- Experience of renewable installations, servicing, electrical diagnostics and repairs
- Experience of wiring combi boilers, S & Y plan heating systems
- Experience in installing heating systems (gas & renewable) wiring in accordance with current manufactures instruction, regulations and legislation
- Experience of property maintenance is essential.
- Experience of working within the Social Housing sector.
- Experience at working alone and as part of a Team.

Desirable Criteria

- Relevant CPD training with manufacturers like Mitsubishi, Valliant, Samsung etc
- Plumbing experience
- Relevant unvented water cylinder qualification in order to replace immersion elements in these cylinders