

Role profile

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Role title	Safety Mate
Section	ENWS
Directorate	Operations
Reports to	Cut Out Delivery Manager

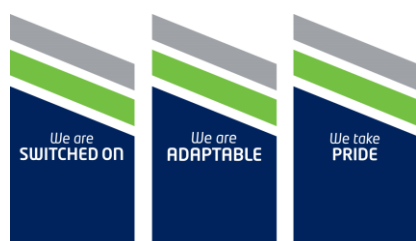
At Electricity North West Limited we are committed to creating a sense of belonging for our colleagues and therefore we ask our applicants to talk to us about any reasonable adjustments that may be required throughout our recruitment processes.

Purpose of the role

As a Safety Mate you will support in delivering Cut Out works at the customer service position with a Cut Out Craftsperson/Joiner. Ensuring the required outputs are delivered and in accordance with all technical and safe working practices, standards of health & safety are exceeded, productivity and quality of service delivery are maximised, excellent customer service is delivered and all appointment regulatory obligations are kept.

Knowledge, Skills and Experience

- Hold operational authorisations to act as a competent person (desirable);
- Be in possession of a full UK driving licence (essential)
- Be willing to work outside in all weathers (essential)
- Be well organised and used to working as part of large and small teams (essential);
- Be customer focused with the ability to communicate with both internal and external customers (essential);
- Demonstrate the ability to complete paperwork or use a mobile device to complete work scripts relating to work-based activities (essential);
- Have excellent communication skills (essential)
- Work to strict time scales (essential)



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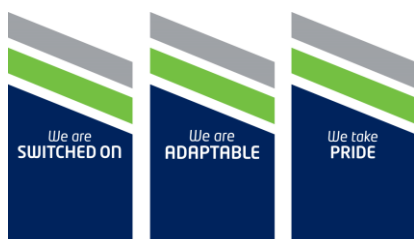
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Principal responsibilities of the role

- Maintain and support the standards of Health and Safety as agreed across ENW ensuring a safe working environment for our colleagues and customers.
- Drive excellent customer service for internal and external customers.
- Customer engagement.
- Contractor engagement.
- Willing to undertake training relevant to role.
- Assist Business growth by training and upskilling yourself and colleagues under supervision.
- Support Cut Out Craftsperson in organising and delivering daily schedule of works visibly with an efficient business driven approach.
- Undertake all aspects of Cut Out works on all ENWS work streams.
- Proactive in monitoring mates tool box to ensure adequate stock for works.
- Support a strong team climate where colleagues are aware of the impact behaviours and actions have on others particularly with regards to customers and colleagues.

Behaviours

Behavioural Competency	Enter 'Y' for relevant competences
Thinking - Forward thinking - You can take a forward looking perspective when considering the delivery of decisions, activities and projects.	Y
Thinking - Customer understanding - You have a thorough understanding of the needs of internal/external customers and you use this understanding to promote excellent customer service to maximise business.	Y
Thinking - Analytical Thinking - You can analyse problems and identify key issues that need actions, assessing the situation in a systematic way, considering time sequences, priorities and you are able to draw logical conclusions from the data.	Y
Influencing - Concern for impact - You anticipate and respond to the needs of others in order to achieve an appropriate outcome. You are sensitive to the impact you have on others and you can modify your approach to influence the outcomes of your dealings with different people.	Y



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Influencing - Interpersonal awareness - You are able to develop a good understanding of others' feelings, needs and concerns, and actively seek to do so. You think through how people are likely to react and have an intuitive grasp of what makes people tick.	Y
Achieving - Results focus - You set objectives for yourself and others and ensure they are achieved within agreed parameters which in turn delivers successful business outcomes.	Y
Achieving - Concern for excellence - You strive to exceed your performance goals through the continuing pursuit of excellence and quality in all aspects of your work.	Y
Achieving – Initiative - You anticipate situations and problems, finding appropriate solutions and grasping opportunities. You take action that potentially adds value to the business and represents your contribution distinctively.	Y
Self-Managing – Tenacity - You are able to demonstrate repeated effort and resilience when overcoming a number of obstacles to achieve results, showing a positive attitude despite setbacks.	Y
Self Managing – Independence - You are prepared to raise issues in the face of opposition. You are able to stand up for your own ideas, not give in to group pressure and challenge more senior colleagues.	Y
Self Managing – Flexibility - You adapt your thinking and behaviour to suit the requirements of different situations; you see the value of an alternative view and are receptive to changing circumstances.	Y

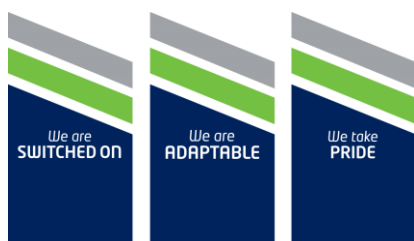
Key measures (Performance Indicators)

In line with the business plan and changing requirements you shall be managed against the following:

- ENWS Business plan for Programmes of works
- Compliance with All ENWL policy and Procedures safe working practices
- Quality of works
- Competency
- Punctual/Reliable
- Flexible outlook
- Performance
- SMART Objectives

Dimensions of the role

- Member of the ENWS Field Team.



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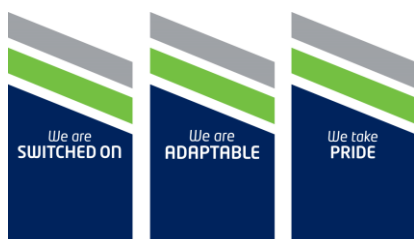
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- Deliver and prioritise daily work load.
- Support delivery on monthly forecast.
- Ensure safety compliance.
- Support with upskilling of ENWS staff.
- Support deliver on appointment regulatory obligations ie, EGS8, DCP195a

Key relationships (*Internal & External*)

Develop relationships with the following that provide proactive engagement and ability to influence;

- ENWS Leadership Team
- ENWS ENG5 Engineer
- Civil Leads
- Field Colleagues
- ENWS Office Team
- Connections
- Health & Safety team
- ENWL training academy
- Customers
- Colleagues
- Contractors
- External stakeholders



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