



SAXON WEALD

Great homes, building futures

Role Profile: Electrician

Directorate:	Customer Experience - Property
Department:	Customer Operations - Homefix
Reports to:	Lead Operative
Direct reports:	None
Key relationships:	Electrical team, other Homefix trades, Planning Team, Customer Support Team, Business Support and Buildbase.

Purpose

The purpose of the Customer Operations Department is to provide a high-quality responsive repairs and planned works service to our customers. We do so under the HomeFix brand across the following trade teams; Gas and Plumbing, Electrical, Estate Improvement, Repairs, Kitchens and Bathrooms and Empty Homes.

The purpose of the electrician is to carry out routine maintenance, repair, and installation of electrical services equipment in customers' homes and any other duties including multi skilling works associated with the Electrician's core trade.

Key Responsibilities

- To carry out routine maintenance, responsive repairs to electrical services & equipment, including fault diagnosis and rectification and new installation work in customers' homes
- To utilise appropriate trade skills and knowledge to achieve 'first time fix' for customers
- To be customer focused, delivering a first-class and proactive customer service to reduce dissatisfaction and complaints, working closely with other teams to ensure high levels of customer satisfaction
- To advise our customers of the work to be carried out in their properties and to treat them and their property with respect to ensure excellent customer service is delivered
- To work in a safe, professional, and courteous manner, ensuring that all works are carried out with all due regard to the Health and Safety of all persons that may be affected by the works.
- To undertake the duties and responsibilities of the post, ensuring compliance with our Health & Safety Policy, Risk Assessments, Safe Working Practices, COSHH Assessments as well as all relevant Health & Safety Regulations.
- To conduct oneself in line with Saxon Weald values, thus ensuring a professional and customer focussed service in all dealings with our customers, the general public and internal stakeholders

Key Outputs / KPI's

- Complete jobs to the required standard aiming for 'first-time fix'
- Comply with all health and safety aspects and legislation
- Play a key role in ensuring HomeFix meet or exceed customer satisfaction

Knowledge, Skills and Experience

Essential

City & Guilds Level 3 or NVQ level 3 or equivalent in Electrical Installations and current wiring regulations (18th Edition).

Testing and Inspection qualification (2391 or equivalent City & Guilds or EAL)

Proven ability to produce work consistently to a high standard

Ability to complete relevant certification for Electrical works

Self-motivated and able to work on own initiative

Proven experience in all aspects of repairs, fault finding, electrical installation & domestic electrical testing

Holder of a full current clean driving licence

Commitment to delivering excellent customer service

Experience in using tablets & laptops to complete electrical certificates and update job information

Desirable

Emergency Lighting Experience

Experience in Fire Alarm servicing and testing

Confident user of IT systems

Our Values

Saxon Weald's values are our underlying principles and are what matter most to us. They are an anchor point to match everything we do against. At Saxon Weald we will:

Be Customer Led - Start with the customer, putting their needs first. Listen to them carefully, be polite and open in conversation, understand what they really want and do your best to find a solution.

Be One Team - We perform better when we work together towards a common goal. Get involved, collaborate and support each other, communicate often and well, share your ideas, help out where you can, and enjoy doing it!

Be forward thinking - Embrace change, try new things, aspire to improve, learn and be curious, be positive and enthusiastic.

Be inclusive - Bringing together different people with different perspectives will give the best outcomes. Celebrate and value our differences and treating everyone equally and with respect.

Do the right thing - Act with integrity & empathy, show respect, be compassionate and considerate. Take pride in your work, earn the trust of colleagues and customers. Do what's right and do a good job.

It is the practice of Saxon Weald to review role profiles to ensure they reflect the strategic aims of the organisation and the key deliverables of the team and individual role holder. The responsibilities cited within this profile are not exhaustive and all Saxon Weald employees are asked to be flexible in undertaking additional duties and responsibilities reasonably attached to their role.

Updated by: Electrical Manager
Updated: June 2022