

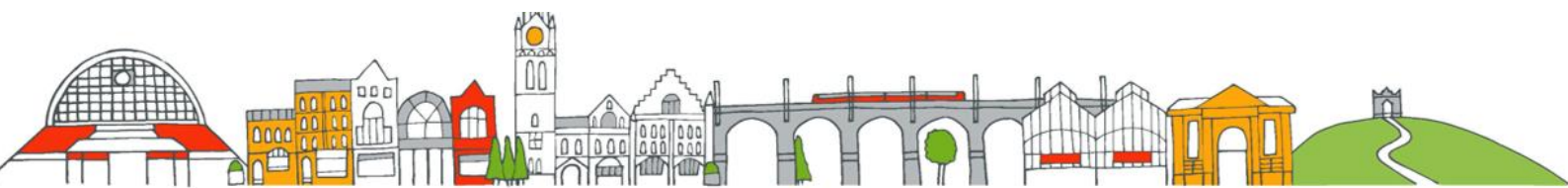
# Applicant Information Electrician

Closing Date: 1<sup>st</sup> March 2024

Interview Date: 14<sup>th</sup> March 2024

Thank you for considering MSV for your next career move – we are excited to hear from you! Here you will find all the information you need about the opportunity and about MSV but if there is a question we don't answer – just give us email us initially on [recruitment@msvhousing.co.uk](mailto:recruitment@msvhousing.co.uk)

The People & Talent Team



## Who Are MSV Housing?

You may not have heard of social housing before but it's a fantastic sector to work for. We own and manage almost 9000 homes across the Northwest helping the millennial generation locked out of decent homes, older people needing safe but independent homes, those on low incomes, those in need of specialist housing and support and much more. We are all about doing the decent thing, making the lives of our customers better and being a fantastic, inclusive employer for our people.

## Where Are You Based?

We work right across the Northwest. Some of our colleagues work on what we call the 'front line' – delivering services direct to customers in neighbourhoods and communities. Some provide support behind the scenes. All are passionate about delivering a customer experience with the WOW factor! This role is a hybrid role with flexibility which means you can work from home, from one of our fabulous hubs, in a coffee shop or wherever you are needed to be.

## How Many People Work for You?

At the moment we have over 350 passionate, caring and experienced colleagues working in so many different roles. Whatever your career aspirations and plans we probably have that role – from accountants, HR professionals and marketeers to electricians, plumbers and specialist housing and technical roles. It really is a great sector and place to work and one where you can grow and develop your skills.

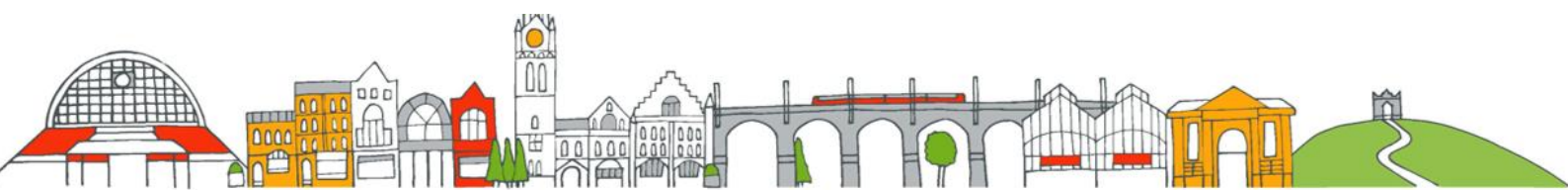
## What Opportunities Are There for Me At MSV?

We aspire to be the best employer that does the right thing by its colleagues and provides an environment where everyone can flourish. You are our greatest asset, and we provide support, training, and development opportunities to help you achieve your own goals and aspirations and those of the business. We provide a great working environment with modern ways of working and a competitive reward package.

## What Are the Perks?

We will give you full training, support professional development and pay a decent wage. It's a 40-hour week, Monday to Friday, with some flexibility on how and where you work meaning if you have to drop the kids at school, or look after a family member, we can work with you on that. You have access to our pension scheme where you can get up to 10% employer contribution from day 1, have 25 days holiday plus bank holidays, sick pay on full pay after you complete the probationary period, life assurance, employee assistance programme and support. We also have a cycle to work scheme, car lease scheme and a range of other benefits.

If you have a question, we haven't answered then just get in touch –we would love to hear from you!



# Role Profile

## Electrician

Location: Site – Property Care

Salary: £36,184

Hours of work: 40 hours per week

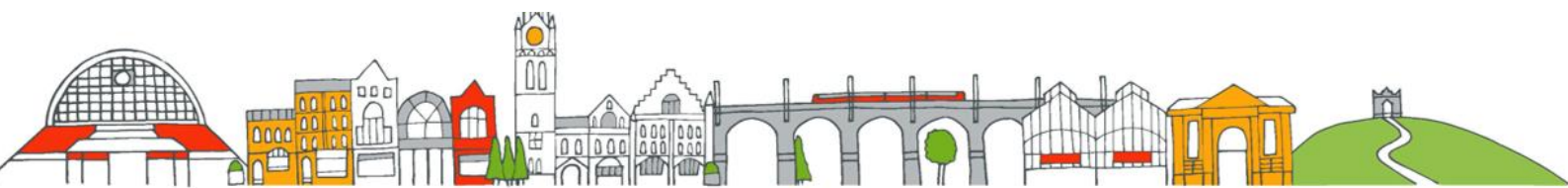
Contract: Property Care Operative

### Purpose of the Post

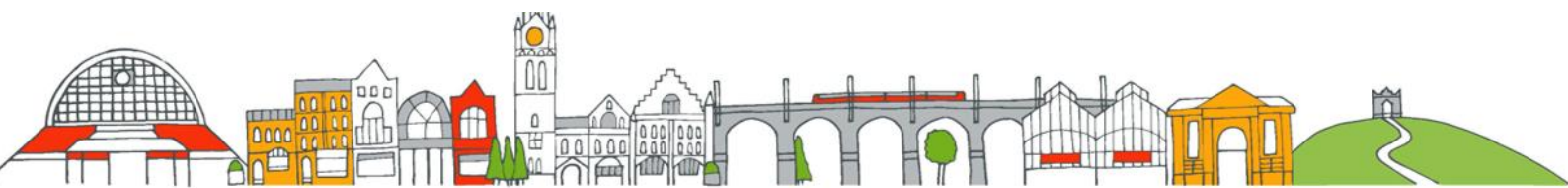
To assist with the maintenance, repair, installation and inspection of all electrical equipment for the Group's properties and partners equipment.

### Key Responsibilities

- To liaise with client/customers when arranging and carrying out work
- To work closely with trades to provide outstanding void turn round times and deliver excellent customer service
- To carry out repairs, maintenance, installation, and inspection of electrical systems for buildings, equipment and grounds
- To carry out a variety of skilled work with a high degree of manual and technical competency
- To service and maintain security and fire alarm systems, install CCTV systems and intruder alarms, install and maintain emergency lighting and install and maintain intercom and door entry
- To maintain photovoltaic panels
- To perform audit requirements for internal services and external contractors
- To liaise closely with the Operations Manager, to arrange access to deliver periodic and testing regimes
- To carry out regular service of all Group properties and prepare reports as necessary
- To carry out the electrical support for domestic heating systems in conjunction with the gas team
- To provide data on replacement schedules based on intelligence, spend and the asset register
- To prepare schedules of work and/or tenders for improvement
- To diagnose and repair faults on domestic and commercial systems, and renew fittings and fitments
- To carry out minor works certification, electrical condition reports and electrical installation certificates and maintain a good knowledge of portable appliance testing
- On a rota basis, to perform emergency out of hours call out service for the Group's stock.
- To carry out all duties in accordance with relevant legislation affecting the sector in accordance with NICEIC
- To locate and determine electrical malfunctions using test equipment

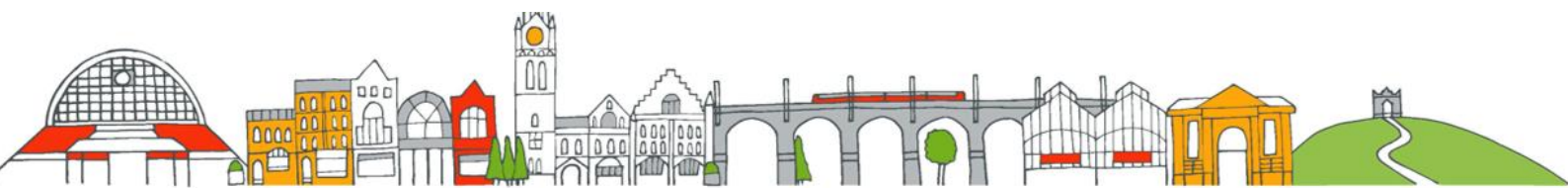


- To repair malfunctions by replacing burned out elements, fuses, and replacing defective wiring, cleaning and repairing motors
- To test electrical equipment, such as, motors, heaters, and controls for safety and efficiency, using standard test equipment and by observing functions
- To prioritise all work in consultation with the Working Electrical Supervisor, Operations Manager and technical staff and advise the Manager of any work which cannot be completed by the date designated for completion
- To promptly return records of work completed or delayed due to no access, awaiting materials
- To order collect/take delivery of materials and hire plant, required for completion of maintenance work
- To use, maintain, clean and store all tools, equipment, vans, first aid boxes provided by the Group, in accordance with manufacturers/supplier's instructions and to bring to attention any items which are damaged, unfit for use, or need servicing immediately
- To make good, disturbed structures/finishes of a minor nature and report to Manager where other trades persons are required to make good
- To arrange and keep appointments with the Group's tenants/ residents, behaving in a professional capacity at all times
- To ensure diaries and work schedules are being completed
- To recommend improvements to the Group's stock as and when relevant
- To maintain and replenish vehicle stock
- To carry small repairs and allied trade works in properties to achieve maximum value
- To check satisfaction and obtain customers' signatures on all completed work
- To work from written and verbal instructions, as well as ICT and mobile working platforms.
- To assess, plan and request parts and materials required to carry out the work
- To report to the manager any faulty plant equipment, appliances, installations or equipment which does not comply with the current safety regulations
- To report finds of asbestos through the Group's Asbestos procedure.
- To supervise apprentices where required, training them to the standards expected, ensuring they work in a safe and efficient manner
- To operate all machinery and equipment in a safe and correct manner using all safety devices and practices
- To use the correct equipment and working methods as described in risk assessments and working practices, ensuring personal protective equipment is worn and used appropriately
- To drive and be responsible for a company vehicle in accordance with the Group's regulations/instructions, including conducting weekly vehicle checks.
- To ensure properties are left in a clean and safe manner on completion of work
- To maintain a tidy appearance with clean and functional uniform, ensuring identification badge is worn and visible at all times when on site and dealing with customers



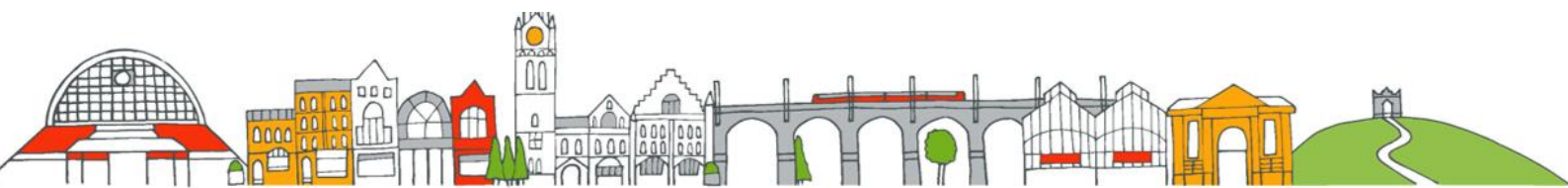
## Corporate Responsibilities

- To deliver high levels of customer services and be an advocate for MSV's WOW standards
- To take a flexible approach to service delivery and be willing to undertake other reasonable duties to meet business needs.
- To comply with and positively contribute towards MSV's vision, policies and corporate standards including health and safety, safeguarding, equality and diversity and customer service.
- To apply the principles of data protection and always maintain the confidentiality, integrity, and accuracy of the Group's data.
- To support individual and other colleagues' health, safety, and wellbeing.
- To represent the Group in a professional manner internally and externally.
- To attend relevant training and learning and development opportunities as required
- Any other reasonable duty as may be required.

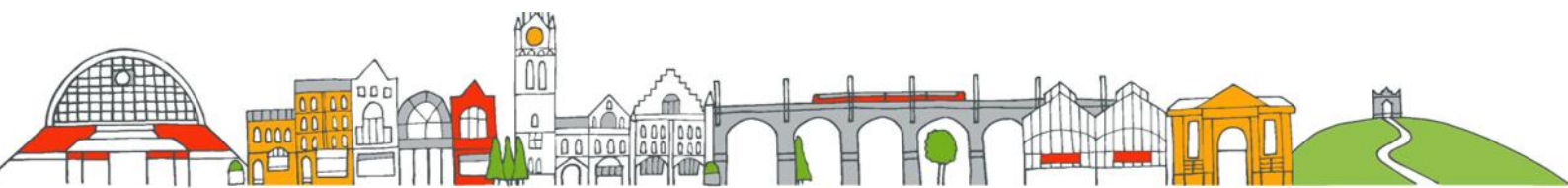




Person Specification – Electrician			
A – Application	I – Interview	C – Certificate	T - Test
Criteria		Essential/ Desirable	Method of Assessment
<b>Appropriate Professional Qualification</b>			
Fully conversant with the latest IEE Wiring Regulations Certificate (18 <sup>th</sup> edition)		E	A/I/C
City & Guilds NVQ Level 3 or equivalent (part 1, 2 and 3)		E	A/I/C
City and Guilds 2391 (or 2394/2395) electrical testing certification or equivalent		D	A/I/C
Awareness of part P building regulations		E	A/I/C
<b>Experience and Track Record</b>			
Experience of working as an Electrician		E	A/I
Experience of establishing and developing professional working relationships with internal and external customers, contractors, external partners and colleagues.		E	A/I
Experience of promoting quality company images, to existing and potential customers		E	A/I
Works in a variety of work conditions including working at heights using ladders, on scaffolding and in confined spaces		E	A/I
Carries out duties under minimum supervision and as part of a team.		E	A/I
<b>Knowledge and Skills</b>			
Knowledge of security and fire alarm systems with the ability to service and maintain		D	A/I
Working knowledge of electrical systems and diagnosis/repair techniques for domestic heating systems in support of the in-house gas team		D	A/I
Able to inspect, test and issue minor work certificates, electrical condition reports and electrical installation certificates for both domestic and commercial properties.		E	A/I
Able to locate and determine electrical malfunctions using test equipment.		E	A/I
Able to carry out complete house re wires and repairs along with larger domestic common areas and premises.		E	A/I
Knowledge of health and safety legislation/regulations and experience of maintaining and monitoring a safe working environment		E	A/I
To recommend opportunities for developing and improving the quality of service and organisational systems and processes		D	A/I
Full Current Driving Licence		E	I
<b>WOW Customer Service Standards</b>			
Demonstrate effective communication skills with a range of people ensuring delivery is professional.		E	A/I
Demonstrate effective listening skills and able to respond with kindness and compassion.		E	A/I
Show respect to all internal and external stakeholders.		E	A/I
Take accountability to serve the customer in the required service level agreement.		E	A/I

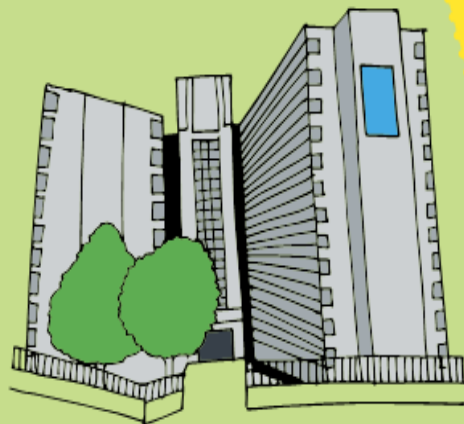


Demonstrate understanding and empathy with the needs across diverse groups and individuals.	E	A/I
Demonstrate a positive attitude and an excellent customer focus to contribute to great customer service.	E	A/I
<b>Personal Characteristics</b>		
Ability to establish and maintain good customer relationships.	E	A/I
Ability to relate to other members of staff, customers and external partners for all aspects of the Group's work	E	A/I
Understanding and empathy with the needs of diverse groups and individuals	E	A/I
Has effective communication skills with a range of people and organisations	E	A/I
Has experience of facing challenge, embedding change and managing it positively	D	A/I
Can actively promote learning and development for self and others	D	A/I
Demonstrates effective skills when planning and organising workloads for self and team across an organisation	E	A/I
Has an excellent customer focus, that takes into account the diverse needs of customers	E	A/I
Contributes to and support team working across an organisation	E	A/I
Willingness to work after hours	E	A/I



## Trafford House Hub Worker

- Hub Based Workers will work from Trafford House for **approximately 80%** of their contractual hours. They will have the opportunity to work from other hubs, sites and from home occasionally under the guidance and with the agreement of their line manager.
- Those staff who are required or identified as a Hub Based Worker will be allocated a **fixed desk** in Trafford House.



## Types of Workers

## Agile Worker

- Agile workers will **not work at any fixed location but can flex across locations** including home and hubs according to business need. Agile workers will judge the number of hours needed to spend working across different locations in order to meet the needs of our business and customers (internal and external) and the requirements of the role.
- Agile workers may be required to work from hubs as necessary to attend meetings or training etc. **under the guidance of their line manager.**
- All agile workers will be **allocated a reporting hub base** will which will be Trafford House.

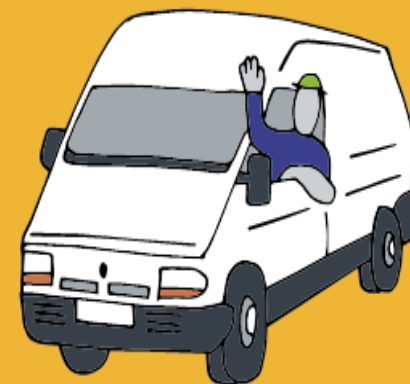
## Home Based Worker

- Home Based Workers will work at home for **approximately 80%** of their contractual hours. Occasional travel to a hub, site or other location may be required for engagement and communication purposes and under the guidance of line managers.
- Attendance at training or meetings that cannot be held virtually will be **mandatory.**
- All home based workers will be able to order the **correct DSE set up and equipment**, i.e. desk, chair, monitor etc.



## Site Based Worker

- Site Based Workers are staff **within our frontline services** who are not based at home or at Trafford House.
- This covers staff members in **Later Living, Younger Living and Supported Living** as well as those who will work out of **Thomas Street site** at this time i.e. operatives.





# Top 6 WOW! Skills for Great Customer Service



## Great communication

- Responding promptly and getting back to people within timescales
- Delivering difficult messages kindly and compassionately



## Listening

- Some customers feel that they are not listened to
- Listen and take on-board what customers are actually telling you



## Respect

- Give customers the same service you would want for your mum
- Appreciate a customer's house is their home



## Accountability

- It is your responsibility to deal with a customer enquiry - don't pass the buck!
- If you are asked to deal with an issue, just do it!



## Empathy

- Remember life is very hard for many people right now
- Walk a mile in someone else's shoes



## Attitude

- The vast majority of colleagues deliver great customer service, but 1 in 4 customers are dissatisfied
- Be one of the good guys - don't be part of the problem! And if you see something that's not right, **call it out!**

## How To Apply

It's really simple!

- Just visit <https://www.msvhousing.co.uk/careers/job-vacancies/>
- Answer a few questions
- Upload your CV

We will be regularly checking applications and we will contact you very quickly if you stand out from the crowd – we want the best people as quickly as we can.

We are excited to hear from you!

