



# Job Profile comprising Job Description and Person Specification

## Job Description

<b>Job Title:</b> Head of Electrical Services	<b>Grade:</b> MG1
<b>Section:</b> Electrical Team, Support Services	<b>Directorate:</b> Housing and Regeneration
<b>Responsible to following manager:</b> Capital Programme and Support Services Manager	<b>Responsible for following staff:</b> Deputy Head of Electrical Services, 2 Senior Electrical Engineers, 5 Electrical Engineers
<b>Post Number/s:</b> H3102	<b>Last review date:</b> March 2025

### Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

1. Responsible for the management of the council's electrical systems in its housing stock, reporting to the Capital Programme and Support Services Manager. These electrical systems include rewiring of individual dwellings and establishment services, door-entry systems, emergency systems including fire alarms, emergency lighting, automatic smoke ventilator systems, CCTV, integrated reception systems, and lightning

conductors. The postholder also attends incidents involving major supply failures & coordinates on-site actions to enable reinstatement of supplies as quickly as possible, which may include liaison with other departments & external utility companies. They ensure staff and contractors adhere to all management & maintenance procedures, and that the council's design requirements are maintained.

2. The postholder is the department's expert and main point of contact on all electrical issues, including in connection with fire risk assessments; they act as the department's "expert witness" in defence of claims of injury to persons and damage to property brought against the authority; they are the department's advisor and main point of contact for all major works schemes, regeneration projects and new build and hidden home projects and will attend associated workshops and meetings as necessary.
3. Advises senior managers on all aspects of tendering for electrical work, appropriate forms of tender and conditions of contract. Provides all information required for the invitation of tenders. Examines tender reports and prepares recommendations for acceptance of the most appropriate.

### **Specific Duties and Responsibilities**

4. Manages all electrical projects, initiating and analysing surveys. Responsible for a wide range of design decisions requiring expert skill and judgment. Attends evening meetings with tenants, leaseholders, contractors, consultants and councillors to explain how schemes will affect them and their property.
5. Establishes, reviews and updates the various procedures for all electrical systems for application to on-going maintenance programmes, renewal and refurbishment projects. Amends maintenance contracts with a view to improving services whilst ensuring value for money. Reviews systems and procedures in the light of complaints and suggestions received and makes changes to improve service delivery standards. Responsible for the management of all contractors working on or in connection with electrical installations so that all relevant health & safety design standards and service quality requirements are met. Places particular emphasis on materials used and technological advances in order to achieve best value for money in future maintenance costs, and energy efficiency.
6. Has, or will develop, an extensive knowledge of green technologies and ensures that energy efficiency and carbon reduction measures are included in all contracts where possible. Will keep abreast of all regulation changes and trends within the electrical industry and take corrective action as required. Must maintain contact with electrical industry bodies and statutory authorities over ever-changing requirements on safety and good practice relevant to public sector housing electrical requirements. Ensures that current British standard & European regulations are incorporated into major work projects and maintenance contracts

7. May be required to prepare and present reports for the Housing Overview and Scrutiny Committee and the Borough Residents Forum. Will represent the council at the First Tier Tribunal as the electrical expert in service charge disputes.
8. Ensures systems are in place to closely monitor contractors' performance against contract targets, and ensures action is taken in respect of poor performance as necessary, including applying default charges as required. Ensures that payment to contractors is properly related to the value of work and material on the sites. Ensures that departmental inspection targets for invoiced works are met, and that corporate invoice payment targets are achieved.
9. Has overall responsibility for all capital projects from initial brief stage through to final account, including the supervision of consultants. Identification of schemes and recommendation for their inclusion in the capital programme, preparation of briefing documentation for fee tenders, assessment of fee tenders and full responsibility for approval of designs prior to consultation with leaseholders and invitation of tenders. Responsible for compliance with all approved hand-over procedures with the client's representative, consultants and, in the case of housing estates, providing the manager with record drawings, a maintenance manual and feedback on technical matters. Provide expert technical input and advises Major Works with elements of specifications for fans, electrical works, fire alarms & entry call. Ensures adequate supervision of such projects.
10. Liaises closely with the Leasehold & Procurement Manager to ensure that the specifications for future maintenance contracts take account of all appropriate technical, legislative, policy and service standard requirements. Drafts the specification and ensures the contract administrator role of these contracts is carried out by the electrical team.
11. Responds within corporate timescales to complaints and enquiries from a wide range of sources including residents and their representatives, councillors, Members of Parliament, legal representatives and so on.
12. Responsible for management, supervision and training of staff including general conduct, absence and disciplinary matters. Responsible for setting targets for staff and carrying out appraisals. Ensures that staff judiciously carry out their duties with regard to health and safety inspections, electrical certificates, insurance assessments and the like, in order to ensure the safety of electrical services and to protect the Council's position. Establishes, maintains and modifies such records as are considered necessary to monitor compliance with all legal and other obligations.
13. Ensures liaison with the leasehold services section with regards to leasehold implications and charges as a result of any electrical works carried out. In this context needs to continually update knowledge and awareness of leasehold management. Negotiates with contractors at a senior level on final account settlements, resolves financial claims for delays and disruption. Ensures final accounts are audited and passed to



the Leasehold and Procurement Manager promptly to enable maximum recovery of leasehold charges.

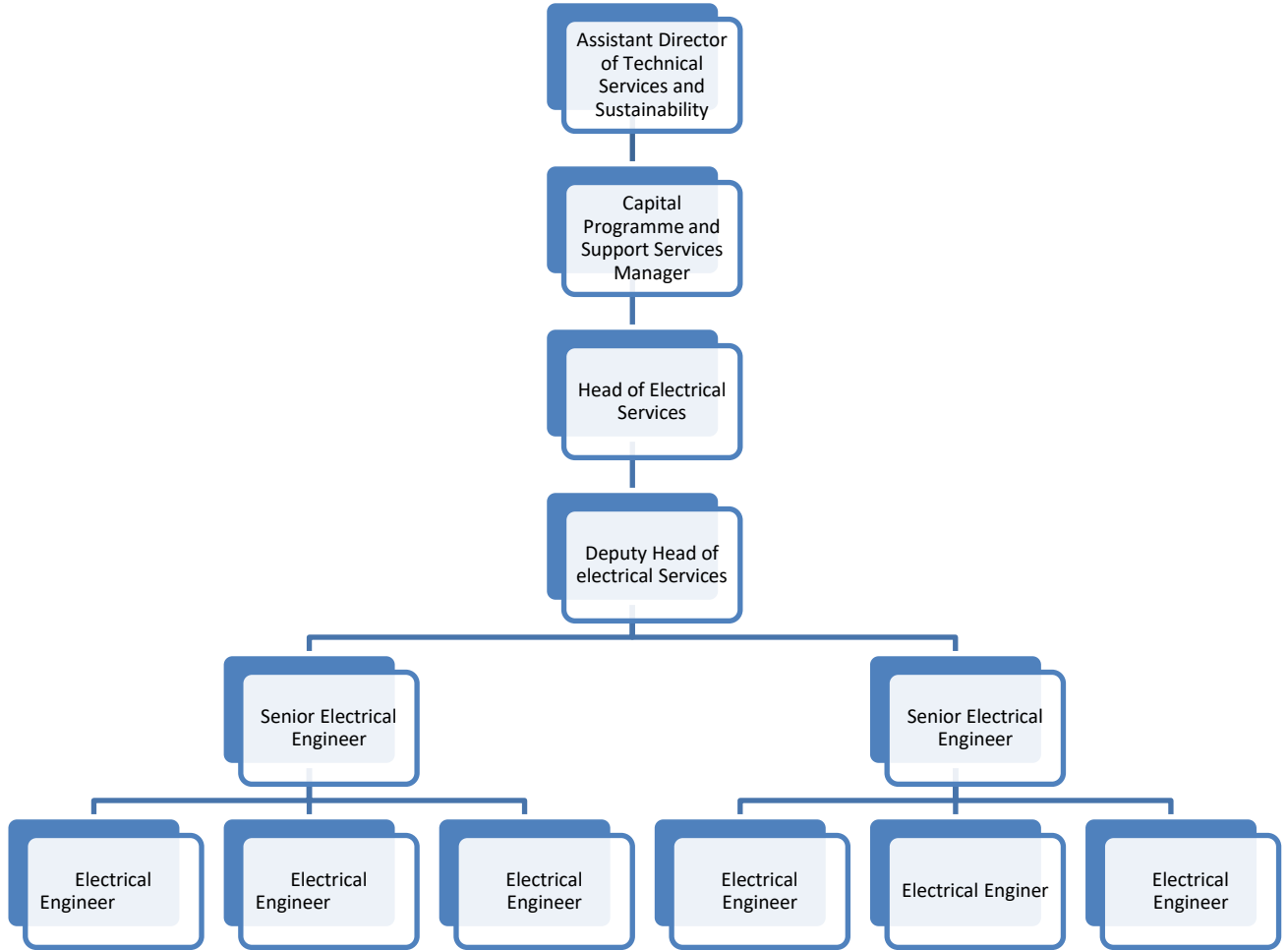
14. Ensures that the Council's asbestos database is updated when asbestos is found by staff and contractors and provide information to future contractors when attending these sites.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### **Additional Information**

#### **Team structure**



## Person Specification

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<b>Responsible to: Capital Programme and Support Services Manager</b>	<b>Responsible for :Deputy Head of Electrical Services, 2 x Senior Electrical Engineers, 6 x Electrical Engineers</b>
<b>Post Number/s: H3102</b>	<b>Last Review Date: March 2025</b>

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
1. Detailed knowledge & experience of installing and maintaining electrical systems such as CCTV, Door Entry, Lightning Protection, Automatic Ventilation Openers, Emergency Lighting, Fire Alarms and Integrated Reception systems.	<b>X</b>		<b>A/I</b>
2. Detailed knowledge and awareness of Health and Safety, electrical regulations and leasehold management practice	<b>X</b>		<b>A/I</b>

on electrical projects and support and maintenance issues. Knowledge and understanding of relevant legislation that could impact on electrical works			
3. Demonstrate an awareness and understanding of duties, responsibilities and principles in relation to safeguarding children and vulnerable adults within the work role.	<b>X</b>		<b>A/I</b>
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
4. Extensive managerial experience & ability to manage a team of electrical engineers and consultants.	<b>X</b>		<b>A/I</b>
5. Extensive experience of contract and project management and project control procedures for complex works.	<b>X</b>		<b>A/I</b>
6. Experience of costing complex electrical works, budgets management and monitoring.	<b>X</b>		<b>A/I</b>
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
7. An aptitude for using a range of business application software, including Word, Access, Excel, document management and web based systems. An ability to effectively support staff using this business software.	<b>X</b>		<b>A/I</b>
8. Effective written and oral communication skills including the ability to formalise business scheme requirements in technical terms and explain technical issues to other professionals, departmental staff and consultants, including appropriate presentation skills. As well as the ability to communicate effectively with members of the public.	<b>X</b>		<b>A/I</b>
9. The ability to work under pressure to meet tight deadlines and to determine competing and	<b>X</b>		<b>A/I</b>

changing priorities for the electrical team.			
10. The ability to train and motivate staff to secure and maintain improvements in the quality of their work and improve future schemes.	<b>X</b>		<b>A/I</b>
11. The ability to identify the need for change, then to introduce and manage changes designed to improve service delivery.	<b>X</b>		<b>A/I</b>
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
12. You will be qualified to HNC/HND in Electrical/Electronic Engineering with a minimum of 5 years' experience in Building Services or alternatively possess the following qualifications in electrical testing procedures in accordance with the 18 <sup>th</sup> Edition of IET Wiring Regulations (BS 7671): City and Guilds (C&G) 2330, 2357 or 2365 level 3 (or equivalent); NVQ Level 3 in Electrical Installations (e.g. 2356 or 2357); AM2 Assessment; C&G 2391, or 2394 and 2395 in Inspection, Testing and Certification of Electrical Installations. or relevant experience gained within the industry and substantial knowledge of electrical services.	<b>X</b>		<b>A/I</b>
13. Hold a relevant engineering degree or be professionally registered (Eng or CEng) with the Engineering Council via the IET or another recognised body		<b>X</b>	<b>A/I</b>
14. Must have a full driving licence and the use of a car and be prepared to use it for work purposes	<b>X</b>		<b>A/I</b>

- A – Application form / CV**
- I – Interview**
- T – Test**
- C - Certificate**