Role Profile

Multi-Skilled Electrician

In-House Repairs

Reporting Structure	Reporting directly to IHR Team Manager and contributing to the Property Services Directorate.
Salary Band	**Band TE: £34,990 - £38,408 FTE** + competitive benefits package Additional payment for on call (£180.25 per week) + call outs paid at 1.5 x hourly rate
Contract & Hours	Permanent – 34 hours per week, worked over 4 days between 8am and 5pm, long weekend every 5 weeks.
Workbase	This post involves regular travel within the geographical region for which the post covers (East or West). A requirement to cover other areas through the region from time to time.

Role Summary

As a valued member of the In-House Repairs team, you'll have a key role to play in delivering a friendly, helpful and professional service to our customers by carrying out general electrical maintenance in their homes.

You must be a qualified IEE 18th Edition Electrician for the role. A typical day might include attending to electrical emergencies, void works, and routine repairs - both internal and external and DEICR, Smoke Alarm and Emergency Lighting works, as well as other multi-skilled duties which include, basic joinery, minor plastering repairs, decoration etc.

Our approach is very much 'one team' and so you'll collaborate with your team – and others – to achieve positive outcomes for our customers and communities. Although you'll be supported by your team, being comfortable working by yourself, and feeling confident to resolve issues wherever you can, is important. You'll need to be a friendly and approachable person with a positive approach, who is solution focussed and utterly committed to delivering an exceptional customer experience.

The post holder will also provide support to other trades when necessary.

The position requires a time served electrician with a full valid driving licence who is able to participate in an on call rota.

Our Service Commitment

Delivering a great service experience runs through all we do at Loreburn. This commitment extends to how we work with one another internally, building a culture of respect and professionalism in every interaction.

We take pride in taking ownership of issues, focusing on effective solutions, and applying the principles of our MGI customer service training to deliver consistently high standards. Whether resolving a tenant query, supporting a colleague or leading a team, we are all responsible for creating an experience that feels responsive and solution focused.

This means we:

- Demonstrate care and professionalism in our interactions
- Use initiative to resolve issues and avoid unnecessary delays
- Take personal accountability for the quality of service provided
- Apply learning from our MGI training to enhance service experience
- Work together to deliver joined-up services and support
- Are proactive in improving services and sharing good practice

Regardless of role, this commitment underpins how we work. For those in leadership and management roles, it also means creating the conditions for others to succeed: modelling our values, leading by example and ensuring teams are equipped and empowered to deliver an exceptional service experience for everyone we connect with.

Key Responsibilities

- Carrying out general electrical maintenance tasks, including:
    - Carrying out repairs and maintenance to electric heating systems
    - Replacing showers, fans and filters
    - Replacing electrical fittings, including lighting fittings, strip lights etc.
    - Fault finding and diagnosis
- Carrying out DEICR inspections within void properties.
- Ensuring you have the correct stock in your van to avoid repeat visits to customers' homes.
- Updating your PDA on a timely and accurate basis.
- Ensure any follow up works to a customer's property are scheduled on a timely basis.
- Pro-actively manage the Health & Safety of customers and other colleagues in accordance with the Heath & Safety policy and procedures.
- Ensuring your vehicle is safe and well maintained.
- Ensuring all tools are safe to use and well maintained.
- Assisting with other trades as and when required.

- To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
- Where issues on Health & Safety are identified, these are recorded as Adverse Events and actioned within the Adverse Event policy timescales.
- To take responsibility for own personal development and update knowledge and skills, with support from Loreburn, to perform the role at an effective level. To undertake such learning and development as is deemed necessary to improve personal performance and knowledge.
- To implement positively and ensure compliance with policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data Protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity.

This role profile is not intended to be exhaustive and may not encompass all tasks and responsibilities. Any other responsibilities required of the role will be appropriate to the role and salary grade.

Person Specification

Category	Requirement	Essential or Desirable
Qualifications	Qualified to current IEE 18th Edition Regulations	E
	ACS Grade Card	E
	Recent training in Power Tools, Manual Handling, Asbestos Awareness, Abrasive Wheels, Sharps, Working at Heights or First Aid.	D
Knowledge & Experience	Post qualifying experience	E
	Basic understanding of IT (use of apps, for example) and a willingness to learn our systems to update data	E
	Experience working in social housing or private sector	D
	Experience providing support and guidance to appendices	D
Abilities, skills and attitude	Excellent customer service skills with flexibility and willingness to respond to changing needs and priorities of the role and team.	E
	Ability to plan workload, organise materials, manage and monitor van stock levels to ensure first time fix.	E

	Ability to work to the agreed programme and timescales to complete all works on time providing accurate notes and job information.	E
	Self-motivated with the ability to work independently, whilst also being a great team player to get the job done.	E
	Working knowledge of Health & Safety and risk management in the workplace.	E
	Demonstrable commitment to Loreburn's core values.	E
General	Ability to participate in the on-call rota to provide an out of hours service.	E
	Ability to be flexible in your approach to ensure jobs are completed.	E
	Possession of a full clean, valid UK driving licence.	E

A basic disclosure will be required for this role.

Summary of Key Terms & Conditions

- **Salary:** £34,990 - £38,408 with annual progression
- **Hours:** 34 hours each week (4-day week working Monday to Friday – 8am – 5pm, days off as per position on rota)
- **Annual Leave:** 8 weeks including allowance for public holidays.
- **Pension contributions:** Minimum **13%**, comprising 5% employee contribution (which can be increased) and 8% employer contribution with additional option for salary sacrifice.
- **Probationary period:** 4 months

We believe that a healthy work-life balance is essential to the overall health and wellbeing of our people. Alongside some great terms and conditions we offer a range of benefits designed to support everyone at Loreburn, both in and out of work.

Other Benefits

- Flexible working options
- Employee discounts
- Family friendly policies

- Westfield Health cover and cash plan
- Health and wellbeing initiatives
- Paid volunteering days
- Learning and development culture
- Long Service rewards
- Paid professional fees

Loreburn's GREAT Values

Our GREAT values define who we are and guide all that we do. They reflect our commitment to our tenants and shape our interactions and ways of working -



We believe our values create a positive and inclusive environment where we can deliver GREAT services and GREAT places to live.