

**Manchester City Council
Role Profile**

**Electrical Compliance and Repair Surveyor, Grade 8
Housing Services, Neighbourhoods Directorate
Reports to: Electrical Compliance & Repair Manager
Job Family: Compliance and Regulation**

Key Role Descriptors

The role holder will contribute to the delivery of a high quality service through the provision of detailed technical regulatory knowledge including interpretation, translation and enforcement of all relevant legislation.

The role holder will develop and administer thorough investigative procedures and regulatory protocols ensuring that the health, safety and well-being of people is prioritised and safeguarded.

The role holder will be responsible for the evaluation and quality control of the function and will drive continuous improvement in service delivery.

Key Accountabilities

Provide sound advice and guidance to stakeholders with regards to enforcing standards and regulating community activity, using a wide range of compliance and regulation knowledge to realise sustainable solutions.

Lead on the delivery of Manchester City Council's statutory enforcement obligations and where necessary liaise with other Council departments or relevant bodies.

Ensure that all requests are dealt within designated timescales and quality standards and that activity is proportionate, effective, has impact, long lasting and delivered to a high standard
Ensure the provision of high level and often complex support to internal and external customers and stakeholders, upholding excellent standards of customer service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure Council adopts and maintains best practice in areas of specialism.

Take full responsibility for the quality of data ensuring the recording of information is timely, accurate and complete.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self development and service improvement.

This post is currently designated as a Casual Car User; the duties of the post may from time to time require the use of a car where this will save money and time as compared to using public transport. Car user statuses are subject to review in line with policy

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

A Place Called Home vision/delivery strategy complements the ambitions of a new Housing Strategy for our City. Our vision aims to establish and deliver a resident led housing service that is high on quality and value for Council tenants. The service is committed to listening to residents, to understand what they need from our services and how those services need to be delivered. A Place Called Home is made up of three key priorities for improved service delivery:

- Resident led services, putting **you** at the heart of everything we do
- High quality housing services and **home** improvements for secure, warm, sustainable homes
- Welcoming, safe and vibrant **neighbourhoods**

A key driver for the service and this vision is we will get the basics right before anything else as this will then enable us to work with colleagues across Neighbourhoods and our Partners across the City to help residents capacity build and support them to thrive not just survive and to do this we will:

- Deliver services meeting resident expectations – truly listening at every opportunity.
- Use data and insight to tailor those services appropriately to meet resident needs.
- Learn from our mistakes and take a path of continual service improvement.
- Ensure homes are safe, affordable, and sustainable to live in.

It is imperative that to deliver on the vision that the service is fit for purpose and is future proofed and requires a lifting equipment & electrical safety specialist who oversees the lifting equipment & electrical safety function for our council homes & properties.

This is a vital role within the Neighbourhood Directorate and Housing Services providing leadership and continuous improvement across the service directly but in conjunction with colleagues and partners across MCC will further develop the strength of the offer and service being delivered into neighbourhoods

This role profile lists key responsibilities and is not exhaustive. It may be reviewed from time-to-time in accordance with the needs of the service.



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

Communication Skills: Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood.

Planning & Organising: Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.

Analytical Skills: Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

Problem Solving & Decision Making: Continually performs at high levels of achievement, demonstrating tenacity, energy and commitment to achieve desired results.

People Management: Is able to inspire individuals to give their best to achieve a desired result and maintains effective relationships with individuals and the team as a whole, to ensure that the team is equipped to achieve objectives set according to the overall business need.

Technical Requirements (Role Specific)

- A Lifting Equipment and Electrical Safety related qualification
- Track record of success in a surveying role within housing.
- Knowledge and understanding of public services delivered at a place level and the structural, legislative and policy context within which these services operate, including an understanding of the regional policy context for local government.
- Experience of delivering high-quality services gained in a multi-site, complex lifting equipment & electrical safety environment.
- Proven track record of achieving and sustaining lifting equipment & electrical safety compliance in the post Grenfell era, including experience of carrying out lifting equipment & electrical related inspections.
- Excellent knowledge and proven record of application of current statutory, regulatory, and best practice requirements with regard to lifting equipment and electrical workstreams for residential buildings in scope.



- An understanding of working with in-house direct labour organisations.
- To provide support and assistance to the Electrical Compliance and Repair Manager and other Compliance Managers, as required, including providing cover for critical tasks at times of service disruption or resource scarcity within the wider team
- A full driving licence and access to a car on each working day. This post is currently designated as a Casual Car User. Car User statuses are subject to review in line with policy.