Bernicia Group Role Profile

Title: Multi Skilled Electrician

Reporting to: Team Leader

Date: November 2026

Purpose

Deliver property maintenance services in line with all group standards, key performance indicators and targets ensuring a high standard, value driven, customer centric service is provided. Whilst working closely with all stakeholders to ensure all legal, statutory and regulatory requirements are met.

Accountabilities

Operational

Undertake all Electrical repairs and when required mukltiskilled works, relevant to domestic and commercial property maintenance to the highest quality and standard. In accordance with work requests and pre-determined specifications to a wide range of fixtures and fittings.

Complete repairs utilising ancillary multi-skill knowledge and experience to provide a one stop shop, first fix, first time service in order to complete a repair.

In line with predetermined specification or approved best practice, assess and undertake the most cost effective repair solution ensuring effective value for money is delivered. Organising materials, providing detailed information, effectively communicating with other stakeholders and colleagues to deliver a high quality service.

Demonstrate a sound working knowledge of all elements of building construction, components, materials, building trades and applicable building regulations.

Deliver work activities in line with all health and safety requirements, demonstrating a sound working knowledge of key legislative health and safety information and safe working practices. Ensure risks are effectively mitigated and all instructions followed providing a safe working environment for all stakeholders at all times.

Proactively liaise with all stakeholders to organise workload and commitments to ensure the delivery of a cost effective, first class service.

Ensure van based stock is maintained to appropriate levels as well as ensuring the effective procurement for non stock items via external suppliers or in-house stores department.

To meet the requirements of a customer driven service maintain a flexible approach to work and be committed to upholding all service level agreements including the delivery of an 'out of hours' emergency service, early evening and weekend appointments.

Strategic

Make recommendations to improve business delivery that will see customer experience improved and exceed expectations.

Contribute to the design and implementation of business improvements within the PMD to ensure we continue to deliver a first class service.

Build effective working relationships with Team leaders, colleagues, and all stakeholders.

Support a culture of high performance in your areas that encourages cultural development as well as continued service improvement.

Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "ownership" of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

Essential Skills & Experience

- NVQ / City and Guilds Certificate in Electrical or equivalent
- Testing & Inspection qualification 2391 or equivalent
- Current edition of BS7671 Wiring Regulations
- Experience of working in a customer focussed service
- Experience working at heights
- Experience of working in a target driven environment
- The ability to adapt to change positively and contribute to new and better ways of doing things
- The ability to communicate effectively with a diverse range of people (customers, staff and colleagues)
- The ability to work well with colleagues and other teams and contribute to achieving Bernicia's goals, free from personal objectives
- Ability to personally resolve problems through good negotiation, influencing and problem solving skills
- Ability to undertake direct and multi-skilled trade competencies for effective property maintenance
- Demonstrate an ability to understand and undertake formal and dynamic risk assessments in line with the post
- Understand, interpret and deliver work in line with relevant construction drawings, planning and building control requirements
- Demonstrate an understanding of what makes a real difference in delivering excellent customer services
- Sound knowledge of building construction, components, building trades and applicable building regulations
- Knowledge and experience of electric & gas central heating systems
- Knowledge & understanding of all aspects of domestic electrical systems
- A commitment to high standards and continuously seeking improvement
- A self-starter with an enthusiastic "can-do" attitude who can plan, organise and execute all works efficiently and effectively delivering services under own initiative
- Have a flexible approach to work for the delivery of all services
- Highly self-aware and ensuring own behaviour and attitude has a positive impact on others
- Ability to work under pressure and deliver outputs in line with Group targets and deadlines
- Ability to work within a diverse and dynamic environment
- Assertive and able to give and receive feedback positively
- Committed to personal development and learning
- Hold a current, clean full UK driving licence
- Must be able to work outside normal hours eg: Weekends and Standby when required.

Desirable Skills & Experience

- Appropriate CSCS card
- Hold relevant health & safety qualifications which relate to the sector and industry in general
- Asbestos awareness training
- Relevant power tool training
- Manual handling training
- Appropriate and current training in COSHH & PPE
- Access equipment and working at height training e.g. TETRA/PASMA/IPAF
- Experience of using PDA technology (hand held/mobile working technology)
- Experience of working within a domestic property maintenance environment
- Experience of delivering services within the social housing sector.

Values	
Value	**Expectation**
Customer Focused	We understand our customers and champion customer focus.
Trusted	We uphold the highest standards of integrity in all our actions, we are personally accountable and deliver what we say we will do.
Respect for People	We respect our tenants and customers and recognise them as individuals. We value our colleagues, encourage their development and reward their performance.
Leadership	We provide strong and transparent leadership, supported by clear decision-making which is evidence-based and outcomes-focused.
Collaborative	We collaborate to help meet the needs of tenants and customers, partners and the wider North East.

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