

ROLE PROFILE

Role Title:	M&E Electrical Apprentice
Department:	Assets
Role Purpose:	To work as part of a team delivering the M&E compliance and repairs service. This work will include supporting contract management delivering and the monitoring of compliance and repairs to Midland Heart's Fire Safety, Electrical Testing, Lifting equipment and renewable heating contracts.
Reporting to:	M&E Compliance Manager
Responsible for:	None
Disclosure level:	Enhanced DBS
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>Support and maintain inspection & repairs programmes for Periodic Electrical Testing, PAT, Flick, Fire Safety, Security & Life Safety Systems (FSLSS), Lighting Conductors and High Voltage Systems, Lifting equipment and renewable heating contracts.</p> <p>Support the monitoring of daily M&E compliance data to ensure that Midland Heart achieves and maintains top quartile performance and provide daily, weekly and monthly assurance reports on performance, procedural and statutory compliance.</p> <p>Actively 'Include' key stakeholders throughout all Midland Heart Departments.</p> <p>Work within the compliance Team, Repairs Hub and other Midland Heart staff, with contractors and customers to resolve issues and customer dissatisfaction, providing excellent customer service at first point of contact.</p> <p>In all instances, ensuring that all work and activities are carried out in-line with all Midland Heart Policies and Procedures.</p> <p>Support the management of any overdue, non-compliant properties and work very closely with Midland Heart Operations Directorate and Legal teams negating silo working in gaining access to properties.</p> <p>Keep up to date with industry best practice, changes in regulatory requirements and industry standards. Have a commitment to undertake appropriate M&E qualifications in order to deliver the service.</p>
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	On adhoc occasions work outside of normal working hours including weekend if required visiting customers overdue a service.
Education, Qualifications and Training	GCSE Maths and English or equivalent qualification Grade D or above
Knowledge and Experience	Experience or interest in working within the electrical maintenance environment IT literate Knowledge of Health and Safety
Role Specific Skills & Behaviours	Understand the importance of high quality customer service Self-disciplined and able to manage own time, to respond to changing priorities and workload to achieve targets Understanding of and commitment to the principles of <u>e</u> quality and diversity