

Role Profile

Role Details			
Role Title	Electrician	Section	Repairs and Maintenance
Division	Repairs and Maintenance	Report To	Contract Manager
Grade/Salary	£38,341	Date Completed	29 July 2025
Company Overview			
<p>City Building provides a range of repairs and maintenance, manufacturing, construction and refurbishment activities for Glasgow City Council and Wheatley Housing Group's citizens and customers as well as other public, private and third sector organisations.</p> <p>City Building operates both the largest construction craft apprenticeship programme in Scotland, and Royal Strathclyde Blindcraft Industries (RSBi), one of the largest supported manufacturing businesses in Europe, around 200 people, more than 50% of whom have a disability.</p> <p>Our accreditations include, ISO45001, ISO 14001 and ISO 9001:2015. We are current recipients of a Queen's Award for Enterprise Promoting Opportunity and Investors in Young People Platinum award. Both these accolades recognise our focus on investing in and growing a skilled staff base.</p>			
Our Values			
<p>Excellence: to deliver quality in everything we do.</p> <p>Honesty: to be open, honest and transparent with all stakeholders, promoting partnerships and sustainability.</p> <p>Trust: to be trusted by our employees, clients and partners.</p> <p>Inclusion: we are a welcoming, diverse and supportive organisation, that supports all to reach their full potential by building trust.</p> <p>Community: to play an important role in the communities of Glasgow we serve. Providing first class services together with jobs and training opportunities for local people.</p> <p>Ambition: to build a culture of excellence, through continuous improvement to deliver outstanding services for all of our customers. All whilst being an employer of choice within the city providing high quality and skilled jobs</p>			
Our Vision			
<p>Our residents, customers and partners will recognise us as delivering outstanding levels of customer focus, quality and value. We will play a key role in supporting our members to address our common priorities through our unwavering focus on resident/customer resident satisfaction, resident/customer value and resident/customer trust. In doing so we will be recognised by our residents, customers and partners as playing a significant role in making Glasgow a great place to live.</p>			

Role Summary

The Electrician is a valued member of City Building, providing a key service within our Repairs and Maintenance division of City Building.

You will be required to undertake all electrical works to the highest quality and in line with the current standards, ensuring compliance with all health and safety legislation, and all City Building's policies. You will be responsible for ensuring that all materials, plant, and tools necessary to complete jobs are available and that stocks are replenished and are controlled, and your stock inventory is up to date at all times.

You must ensure that the works you carry out are conducted safely, and you deliver exceptional customer service for our clients at all times, including care for the property and your area of work.

You will be expected to have a "get it right first" approach to works, which will include, but are not limited to working on electrical and electronic elements of this process, you will be expected to conduct all works to the highest standards of safety, and quality.

You will carry out all aspects of these works in line with the current building standards, ensuring compliance with all health and safety legislation, and all relevant City Building policies.

You will be responsible for ensuring that all materials, plant, and tools necessary to complete jobs are available, and that stocks are replenished and are controlled. You will be expected to ensure your material stock inventory is up to date at all times.

You must ensure that the works you carry out are conducted safely, and you deliver exceptional customer service for our clients at all times, including care for the property and your areas of work.

At the date of preparation this role profile provides a comprehensive overview of the position. It is not an exhaustive list of all possible duties, and it is recognised that this role may evolve over time. Consequently, this is not a contractual document, and the post holder will be required to perform any other duties to the equivalent level that are necessary to fulfil the purpose of the job.

Role Outputs

Role Output:	Includes the Requirement to:
Emergency Fault Response and Diagnosis	<ul style="list-style-type: none">– Arriving at the site promptly within the allocated time limits for emergency electrical faults, outages, or failures.– Quickly identifying the root cause of electrical issues, including faulty wiring, equipment failure, or supply disruptions.– Utilising diagnostic tools to assess the problem efficiently.
Repairs and Maintenance	<ul style="list-style-type: none">– Conduct necessary repairs to restore electrical systems to full functionality.– Replacing faulty components such as circuit breakers, fuses, switches, or panels.– If a full repair is not feasible, providing temporary solutions, until permanent fixed can be made.
Customer Service and Communication	<ul style="list-style-type: none">– Communicating effectively with customer to explain the issue, provide updates, and ensure satisfaction.– Maintain accurate records of the work carried out, including fault logs, parts used, and repair history.
Testing and Inspection	<ul style="list-style-type: none">– Following repairs, performing thorough testing of the electrical systems to ensure proper functionality.– Ensuring that the repairs electrical systems meet all applicable standards and codes.– Generating and submitting any required inspection or test certificates, if needed for regulatory or client purposes.
Equipment and Material Management	<ul style="list-style-type: none">– Ensure that your van stock is full of all necessary material, tools, and equipment for carrying out emergency repairs.– Efficiently managing all resources to avoid delays, including replenishing materials using the correct procedures where
Health and Safety	<ul style="list-style-type: none">– To carry out work in accordance with the Health and Safety

	<p>at Work Act 1974</p> <ul style="list-style-type: none"> – To ensure that all Health and Safety requirements are adhered. – Ensuring all emergency work is carried out in compliance with safety standards and regulations. – Conduct risk assessments on-site, identifying hazards, and ensuring a safe working environment. – Report all Incidents and Accidents at the earliest opportunity. – Ensure a safe working site at all times. – Ensure wellbeing is a priority.
Compliance with professional, regulatory, statutory, and corporate requirements.	<ul style="list-style-type: none"> – Comply with and implement all City Building Policies and Procedures. – Act ethically and with integrity. – Comply with building standards.
General	<ul style="list-style-type: none"> – Attend all Training, Meetings, and Toolbox Talks assigned to your role. – Complete all compulsory GOLD and Safety Media training for your role. – Establish, develop, and maintain effective working relationships with all work colleagues. – Undertake any other duties as may reasonably be required in line with the level of responsibility of the role and in order to meet the changing needs of City Building.
Key Behaviours and Competencies	
Our RSBI Furniture Porter will demonstrate the following behaviours and competencies:	
Behaviours and Competencies:	Includes the Requirement to:
Technical Competence	<ul style="list-style-type: none"> – You should have experience in domestic testing, inspection and fault finding. – It is expected that you will have sound knowledge of 18th edition wiring regulations and demonstrate a desire to progress – your knowledge in domestic testing and electrical certification.
Health, Safety and Environmental	<ul style="list-style-type: none"> – Operatives should exhibit a proactive approach to health and safety, taking responsibility for personal safety and that of others. This includes adhering to all safety protocols, wearing appropriate PPE/RPE, and ensuring the work area remains safe at all times. – Reporting all safety incidents, accidents, and near misses. – A work environment that prioritises safety and minimises exposure to asbestos and other environmental hazards.
Communication and Client Interaction	<ul style="list-style-type: none"> – Operatives need to communicate risks, safety procedures, and job updates to clients and team members. This includes reassuring clients about the safety of the work being undertaken and responding to their questions in a professional manner. – Effective communication with clients, ensuring they are kept informed and confident that all safety measures are being followed, especially when dealing with sensitive information. – Positive relationships with clients, a clear understanding of asbestos risks, and customer satisfaction with the work being carried out.
Ongoing Training and Professional Development	<ul style="list-style-type: none"> – Complete all necessary training. – Be open to mentorship and guidance for improvement from more experience colleagues.

Trust and Confidentiality	<ul style="list-style-type: none"> – You must ensure that any sensitive information is handled confidentially and responsibly. – Build and maintain trust with all stakeholders by consistently handling confidential matters with professionalism and respect.
Ethical and Professional Integrity	<ul style="list-style-type: none"> – Able to demonstrate honesty and transparency in all professional dealings, particularly regarding standards of works and reporting any safety related concerns. – Adhering to high ethical standards, maintaining the reputation of the organisation, and ensuring the confidentiality of sensitive information.

Person Specification

You will be customer focused and proactive; providing Customer Service Excellence and support the service delivery. You will project a professional and quality image of the service provided, and always conduct yourself in a professional and courteous manner when representing City Building.

You must be capable of working on your own initiative and as an integral part of our team. You will be required to liaise closely with your Line manager /Supervisor, team members, clients and customers in respect of any problems regarding access or delays to maintain our high standards of delivery service.

You will be required to have a flexible approach to this role and in your contribution to the success of the business.

Requirements

Qualifications/Licence/Certification/Experience level...

- Minimum NVQ level 3 electrical installations
- City & Guilds 18TH Edition
- Full UK driving licence
- Familiar with NICEIC portal for electrical certification (desirable not essential)
- Inspection and testing 2391/2 or equivalent (desirable not essential)

Interdependencies

- Contracts Manager within the Operations Division
- Other City Building Trades
- City Building Clients and Customers
- All personnel within City Building, Wheatley Housing Group, and Glasgow City Council involved directly or indirectly in working within the Operations Division.

Conditions

Your normal place of work will be 350 Darnick Street, Glasgow G21 4BA, but City Building has the discretion to place you in any establishment within their control.

Your contracted hours of work will be 35 hours per week to be worked to suit the needs of the business.

You will operate at all times within the framework of the LLP terms and conditions and with due regard to all Health and Safety and welfare legislation.