
home group
Maintenance Electricians
Your Candidate Pack



Keeping homes running and customers smiling

We're delighted that you're considering joining our Maintenance team in Cumbria

Our electricians play a vital role at Home Group. You...

- ✓ Keep our homes safe
- ✓ Keep our homes compliant
- ✓ Keep our homes well maintained

Come and work at Home Group and helping us deliver great services to our customers every day.

We're looking for **skilled**, **customer-focused** people like **you** to join our team and make a **real difference**.



Our North Lakes Maintenance Team

Based from our regional office in Maryport, our North Lakes Maintenance team looks after a wide range of homes and communities across Cumbria. From responsive repairs and electrical testing to property improvements, we're committed to keeping our customers' homes safe, compliant and well maintained.

As an Electrician, no two days are quite the same. You could be carrying out electrical installations, testing and inspections, fault finding, repairs, or working as part of larger improvement projects. What remains constant is the satisfaction of knowing your work directly impacts the lives of the people living in our homes.



Our Maryport Base

Maryport is home to one of Home Group's key regional hubs for the North West. Our modern office facilities at Harbour Business Park and provides a great base for colleagues, with teams working together to deliver services across the region. The office has recently been refurbished to create welcoming, practical workspaces that support collaboration and teamwork

Working across Cumbria

The North Lakes region offers a fantastic mix of coastal towns, rural communities and market towns. From the Solway Coast to the edge of the Lake District, you'll support customers living in a diverse range of properties and communities. Whether you're carrying out a repair, ensuring electrical safety compliance or helping prepare a home for a new customer, you'll play a vital role in delivering excellent customer service.

A Team you can rely on

Our maintenance teams are built around safety, quality, teamwork and doing the right thing for our customers. You'll be supported by experienced supervisors, fellow tradespeople, planners and managers who want to help you succeed. We believe in getting the job done right first time, taking pride in our work and continually improving the service we provide.

More than JUST repairs

Working for Home Group means being part of an organisation that supports over 125,000 customers across the UK. Every repair completed, every inspection carried out and every problem solved helps someone feel safe, secure and proud of the place they call home.

A Day in the Life of a Home Group Electrician

No two days are the same, and that's exactly how our team likes it.

One day you could be fault-finding in a customer's home, the next carrying out electrical testing, upgrading installations or helping prepare a property for a new customer to move into.

Armed with a fully equipped van, the latest technology and the **support** of a **brilliant team** behind you, you'll spend your days solving problems, keeping homes safe and delivering a great experience for our customers.

Split into zones, you'll work across beautiful Cumbria and have the satisfaction of seeing the difference your work makes first-hand.

Zone 1: Allerdale - Workington / Maryport / Wigton / Aspatria / Carlisle / Keswick

Zone 2: Copeland - Whitehaven / Egremont / Cleator Moor / Thornhill

Why our Electricians love it here:

- ✓ Varied, interesting work
- ✓ Supportive managers and teammates
- ✓ Great training and development opportunities
- ✓ The freedom to work independently
- ✓ The chance to make a real impact every day

Because at Home Group, you're not just fixing electrical faults... **You're powering safe homes and stronger communities.**

OFFICIAL

Great Place to Work.
Great pay.
Brilliant benefits.

Benefits & Rewards

From competitive salaries and generous holiday to career development, wellbeing support and volunteering days. We've got everything you need to thrive at work and beyond.

What's in it for you?

- Fully equipped van
- Power tools
- Health Surveillance
- Out of hours payments

Find out more about our brilliant benefits and rewards

OFFICIAL



Supporting you to succeed

We'll help you hit the ground running with a comprehensive induction, ongoing support and plenty of opportunities to develop your skills and career.

Your development journey could include:

- ❑ Electrical regulations and compliance updates
- ❑ Health & safety training and best practice
- ❑ Specialist technical training and certifications
- ❑ Customer service and communication skills
- ❑ Lone working and personal safety
- ❑ Career development and progression opportunities
- ❑ Digital systems and mobile working tools



When you thrive, our customers do too!

We know life as an Electrician can be demanding. That's why we offer a range of wellbeing support to help you be at your best, both at work and at home.

Including:

- ❑ 24/7 access to a free confidential counselling and advice service
- ❑ Mental health first aiders
- ❑ Wellbeing resources and support programmes
- ❑ Financial, physical and mental wellbeing tools
- ❑ Coaching and personal development opportunities
- ❑ A supportive team culture where colleagues look out for each other

And of course, our brilliant managers and teammates are always on hand with advice, support and the occasional brew when it's needed most.

Our customer promise



To provide a safe place to live

We'll guarantee your home meets all relevant fire safety standards and contains a working fire and smoke alarm.

We'll make sure gas and electric safety checks are undertaken within the required timeframe, it is your responsibility to grant us access to carry out this work.

We'll make sure your home is secure and all external doors fully meet the relevant British Standards.



To deliver a reliable repairs service

We'll aim to attend emergency repairs within six hours and ensure any damage is made safe.

We'll aim to resolve all standard repairs within 14 days.

We'll keep you updated on the status of your repairs and maintenance works and share all relevant information.



To care about you

We'll make our complaints process easy to access and simple to understand.

We'll ensure our colleagues have the relevant up-to-date skills and training.

We'll recruit caring colleagues who understand their customers' individual needs and can offer the support needed.

Our customer promise



To help communities grow

We'll make local investment to support communities to thrive.

We'll carry out inspections to make sure your neighbourhood or service is clean and tidy.

We'll take strong action where anti-social behaviour occurs and work closely with partners to tackle incidents.



To tell you where your money goes

We'll tell you how your rent and service charges are calculated each year.

We'll tell you how and why we make decisions on large projects and spend from Head Office.

We'll tell you how and why we spend money on your home and community.



To work together with customers and partners

We'll help you contact agencies that can offer you specialised advice, such the police, charities and your council.

We'll work with partner organisations to offer you full support.

We'll work with you to receive feedback and improve our services.