**EXETER CITY COUNCIL**

**Person Specification**

**JOB TITLE :** Compliance Technical Officer, Quality

**GRADE :** G

**POST NO :** 4280

**SERVICE :** Housing

**UNIT :** Housing Assets

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| **SELECTION CRITERIA** | **ESSENTIAL**  **✓** | **DESIRABLE**  **✓** | **CATEGORY** |
| **QUALIFICATIONS**  A qualification in a recognised relevant discipline (for example surveying, construction or housing and maintenance); e.g. HNC or proven equivalent expertise  NEBOSH National Certificate or equivalent  IEMA EMS Implementation  CQI PT202 Managing Process Performance or equivalent  Auditor qualification in any of the above fields  Memberships:  CQI Practitioner or greater (or working toward)  IOSH or IIRSM Associate or greater  IEMA Affiliate or greater | **✓**  **✓** | **✓**  **✓**  **✓**  **✓**  **✓**  **✓** | A, C  A, C  A, C  A, C  A, C  A, C  A, C |
| **EXPERIENCE/KNOWLEDGE SKILLS**  Knowledge of building defects  Knowledge of the Decent Homes Standard  Knowledge of safety inspection requirements within the social housing sector  Experience of recording performance and customer satisfaction  Understanding of Building Regulations and British Standards  Familiarity and knowledge of current legislation relating to the provision of a programmed works service including Health & Safety (for example HHSRS, asbestos, CDM regulations).  Understanding of ISO14001:2015 or equivalent standards for environmental management systems  Understanding of ISO45001:2018 or equivalent standards for occupational health and safety management systems  Knowledge of ISO9001:2015 or equivalent standards for quality management systems  Understanding of KPIs and ability to assess and verify data is factual.  Understanding and commitment to the principles of equality and diversity and their application to the housing service.  Ability to communicate effectively and appropriately to a variety of audiences including the production of analytical reports  Ability to coordinate contractors across a range of disciplines  Understanding and / or the ability to learn ECC procurement processes, contract management and administration  Ability to analyse and interpret written and electronic data  Ability to understand, analyse and audit and internal systems and appraise external systems  Ability to interpret regulatory changes and suggest sensible solutions  Ability to recognise and respond to critical H&S failings and assist with emergency situations  Able to work with minimal supervision  Experience of or ability to learn ECC and external IT systems  Excellent Excel, Word and PowerPoint skills  Excellent written and verbal communication skills | **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓** | **✓**  **✓**  **✓**  **✓**  **✓** | A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I  A, I |
| **SPECIAL REQUIREMENTS/ATTITUDE**  To use initiative and within a team to provide good customer service.  A positive and flexible “can do” attitude  Ability to access confined spaces or climb ladders in order to carry out inspections of ongoing works  Must be prepared to travel to various sites and other venues and potentially attend meetings outside of normal office hours | **✓**  **✓**  **✓**  **✓** |  | A, I  A, I  A, I  A, I |
| **OTHER** |  |  |  |

**COMPLETED BY: Service Lead Housing Assets**

**DATE:** 10 September 2020