**EXETER CITY COUNCIL**

**Person Specification**

**JOB TITLE :** Responsive Technical Officer

**GRADE :** G

**POST NO :** 4281

**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. ONC or proven equivalent expertise  NVQ3 or equivalent – or working towards –Business Administration or proven equivalent experience | **✓** | **✓** | A, C  A, C |
| **EXPERIENCE / KNOWLEDGE SKILLS**  Knowledge of building defects  Knowledge of the Decent Homes Standard  Experience of recording / interpreting 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 KPIs and ability to assess and verify data is factual / relevant  Understanding and commitment to the principles of equality and diversity and their application to the housing service and wider community.  Ability to communicate concisely, effectively and appropriately to a variety of audiences including the production of analytical reports  Ability to coordinate contractors/ colleagues 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, courses of action  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  Ability to work as part of a team and build working relationships with our business partners/stakeholders | **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓** | **✓**  **✓**  **✓**  **✓**  **✓** | 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 to problem solve within a team to provide good customer service.  A positive and flexible “can do” attitude, taking responsibility for your actions. Work with enthusiasm to deliver a high quality service.  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  You will respect colleagues, stake holder, service providers and treat people according to their needs. | **✓**  **✓**  **✓**  **✓**  **✓** |  | A, I  A, I  A, I  A, I  A, I |
| **OTHER** |  |  |  |

**COMPLETED BY: Service Lead Housing Assets**

**DATE:** 10 September 2020