**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 expertiseNVQ3 or equivalent – or working towards –Business Administration or proven equivalent experience |   **✓**   |   **✓**   | A, CA, C |
| **EXPERIENCE / KNOWLEDGE SKILLS**Knowledge of building defectsKnowledge of the Decent Homes StandardExperience of recording / interpreting performance and customer satisfaction Understanding of Building Regulations and British StandardsFamiliarity 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 / relevantUnderstanding 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 reportsAbility to coordinate contractors/ colleagues across a range of disciplinesUnderstanding and / or the ability to learn ECC procurement processes, contract management and administrationAbility to analyse and interpret written and electronic dataAbility to understand, analyse and audit and internal systems and appraise external systemsAbility to interpret regulatory changes and suggest sensible solutions, courses of actionAble to work with minimal supervisionExperience of or ability to learn ECC and external IT systemsExcellent Excel, Word and PowerPoint skillsExcellent written and verbal communication skillsAbility to work as part of a team and build working relationships with our business partners/stakeholders |   **✓**    **✓**    **✓**    **✓**    **✓**    **✓**    **✓**    **✓**    **✓**    **✓**    **✓**    **✓**    **✓**   |   **✓**    **✓**    **✓**    **✓**    **✓**   | A, IA, IA, IA, IA, IA, IA, IA, IA, IA, IA, IA, IA, IA, IA, IA, IA, 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 worksMust be prepared to travel to various sites and other venues and potentially attend meetings outside of normal office hoursYou will respect colleagues, stake holder, service providers and treat people according to their needs. |   **✓**    **✓**    **✓**    **✓**    **✓**   |  | A, IA, IA, IA, IA, I |
| **OTHER** |  |  |  |

**COMPLETED BY: Service Lead Housing Assets**

**DATE:** 10 September 2020