

Designation:	Assistant Technical Officer
Grade:	STR4
Responsible to:	Contract Delivery Lead Officer
Service Area:	Tenant Services
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

- Good general education with at least 5 GCSEs grades C or above including Maths and English
- Technical qualification to ONC standard (or equivalent) in building services or related studies OR has extensive experience and a proven track record in building or related work with an understanding of contract administration processes and systems.

EXPERIENCE

- Experience of best practice, legislation and regulation relating to building maintenance and standards and development of buildings and land, etc.
- Detailed knowledge of legislation and current practice relating to the repair, maintenance and development of buildings
- Experience of undertaking stock condition surveys
- Site supervision of contractors
- Assessments and DDA audits on internal and external domestic properties.
- Experience and understanding of the Decent Homes Standard, its interpretation, and application.
- Experience and understanding of SAP, and the energy performance of domestic dwelling.

SKILLS & KNOWLEDGE

- Effective Communication and Positive Influencing Skills
- Delivering The Best Service to Customers and Supporting Continuous Change
- Problem Solving and Effective Working
- Attention to detail and accuracy
- Excellent written and verbal communication skills

PERSONAL ATTRIBUTES

- Shaping Supporting and Delivering the Objectives and Priorities of the Council
- People and Team Working
- Delivering the Best Service for our Customers and Supporting Continuous Improvement
- Problem Solving Skills
- Able to work effectively under pressure and in Challenging circumstances

OTHER

- Committed to working for an employer that values diversity and equality of opportunity

DESIRABLE CRITERIA

EXPERIENCE

- Experience of mobile working using an Asset Management Systems for example Keystone.
- Acting in the capacity as a Clerk of Works
- Specification writing and tendering

CORE COMPETENCIES

1. **Effective Communication**

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

2. **Customer Focus**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, in line with policies.

3. **Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. **Innovating**

You will be able to seek better, more effective ways of delivering services.

5. **Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. **Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.