

<b>Designation:</b>	<b>Site Officer</b>
<b>Grade:</b>	<b>STR 3</b>
<b>Responsible to:</b>	<b>Service Delivery Manager</b>
<b>Service Area:</b>	<b>Tenant Services</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- PAT testing certificate
- PA1 and PA6 Licence (Safe Use of Insecticide) or working towards
- COSHH Risk Assessments and Awareness
- Asbestos Basic Certificate

### EXPERIENCE

- Experience in grounds maintenance, communal cleaning
- demonstrable practical skills in maintenance and repairs
- Managing Legionella
- Operating garden machinery and DIY tools
- Experience of lone working using initiative

### SKILLS & KNOWLEDGE

- Demonstrable Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.
- Knowledge of COSHH and basic repair delivery, cleaning and grounds maintenance skills.
- Undertake training and attain any required competencies and licences relating to these tasks – PAT testing certificate, PA1 and PA6 Safe Use of Insecticide training and certificate. Health & Safety training, Working at Heights.
- Excellent communication and negotiation skills including the ability to work with people in challenging situations
- A self-starter, with a willingness to investigate site issues and identify areas for improvement.
- Ability to drive, use service vehicle and load vehicles as provided.
- Maintain and update record keeping systems utilising ICT including remote applications and solutions

- Understanding and application of Health & Safety Principles.
- Excellent customer service skills
- Excellent organisational skills including time management, ability to work on own initiative, prioritise workloads and to work on own initiative and as part of a wider team

## PERSONAL ATTRIBUTES

- Good organisational skills in relation to managing own workload
- Commitment to improve the service through dynamic thinking and innovative practices.
- Ability to communicate with contractors, partner agencies and visitors to housing schemes
- Ability to respect and maintain confidentiality, deal sensitively with difficult situations and be trustworthy.
- Convey an image of stability, confidence, reliability and trustworthiness

## OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Have a sufficient level of physical fitness to carry out the duties required
- Committed to working for an employer that values equality of opportunity and deliver this within the service area
- Full Driving licence

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Basic First Aid trained
- Working at Heights
- Working with hazardous waste
- Fire extinguisher training
- Health & Safety in the Workplace

### EXPERIENCE

- Risk Assessments

- Hazardous and Poisonous awareness
- Communal Fire Testing and recording

## SKILLS AND KNOWLEDGE

- An understanding of Independent Living in a communal setting
- Understanding of Safeguarding and Data Protection Issues

## CORE COMPETENCIES

### Effective Communication

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

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

### 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 to understanding and meeting their needs, in line with policies.

### 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.

### Innovating

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

### Accepting Change

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

### 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.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.