

<b>Designation:</b>	<b>Senior Technical Officer</b>
<b>Grade:</b>	<b>Stroud 6</b>
<b>Responsible to:</b>	<b>Investment Manager</b>
<b>Service Area:</b>	<b>Housing Contracts</b>
<b>Post Number:</b>	<b>TEN</b>

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- HNC or equivalent in construction, building services, or equivalent through relevant training and/or experience

### EXPERIENCE

- Experience of successfully managing and motivating technical officers/surveyors, and contractors
- Experience of financial management and budgetary control procedures.
- Experience of managing property, construction or related contracts
- Ability to interpret and analyse data ensuring intelligence is shared and recorded appropriately
- Understanding of delivering excellent internal/external customer service in a social and commercial setting
- Contributing to the development of budget setting
- Ability to develop business plans and financial projections
- An understanding of the Common hold & Leasehold Act (Section 20)
- Knowledge of current procurement legislation and procedures
- Good knowledge of Microsoft Office suite

### SKILLS & KNOWLEDGE

- Ability to monitor and report on performance and to analyse data / trends and implement improvement/corrective action plans
- Understanding of financial regulations and council procedures relating to financial matters and value for money
- Ability to communicate complex information clearly and effectively
- Effective Communication and Positive Influencing Skills
- Ability to develop and implement new/ revised processes with an emphasis on simplicity, customer experience and efficiency
- Ability to inspire, motivate and develop employees and teams, demonstrating support, co-operation, empowerment and leadership
- Resilient, able to work effectively under pressure and meet challenging deadlines
- Highly organised with an attention to detail
- Good numerical and analytical skills with the ability to understand and interpret information
- Excellent problem solving capability relating to building pathology
- Knowledge of the relevant legal and regulatory framework including H&S Regulations

### PERSONAL ATTRIBUTES

- Respectful positive and professional
- Confident, independent and proactive
- Possess a can do attitude
- Ability to delegate and empower others
- Possess and ability to creatively problem solve issues

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Willing to undertake additional training or vocational qualifications as required

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Educated to degree level or equivalent through relevant training and/or experience
- Corporate membership of Rics, CIOB or other relevant institution
- Management qualification e.g. ILM Level 3 or above

### EXPERIENCE

- Implementation of, and maintaining a quality management system
- Experience in the development of Strategies, Policies and Procedures
- Experience of managing change
- Programme and portfolio management
- Experience of complete life cycle / Planned Preventative Maintenance modelling

### SKILLS & KNOWLEDGE

- Have relevant commercial management experience
- HHSRS
- LEAN systems

## 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 Service

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, inline 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.