

Person Specification

Post title	Contract Liaison Officer	Grade	F
Department	Operations	Post ref	

Competencies

Please refer to the relevant competency framework for more information about the behaviour descriptors for each competency. All competencies within the relevant framework are applicable to the post and the ones that have prioritised for recruitment are detailed below.

Competency framework relevant to the post:	Employee Assessment	
Delivering value for money and quality services	Application/Interview	
Team working	Application/Interview	
Communicating	Application/Interview	
Seeing the big picture	Application/Interview	
Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	E	Application/Interview
Excellent interpersonal skills - face to face and telephone	E	Application/Interview
Excellent IT skills (PC and tablet) and be proficient in the use of associated software e.g. MS Word, Excel and databases	E	Application/Interview
Meet Deadlines	E	Application/Interview
Numeracy	E	Application
Ability to interpret and understand building/refurbishment contracts including effective monitoring of contractors in relation to adherence to specification, time/programme and quality.	E	Application
Attention to detail and ability to accurately and correctly record key information relating to monitoring works contracts on site and carrying out stock condition surveys, and assisting with the development of quotation/tender documentation.	E	Application

Knowledge	Essential / Desirable	Assessment
Legislation, Regulations, and Procedures relating to Social Housing.	D	Application/ Interview
Construction Industry.	E	Application/ Interview
Building/construction/maintenance contracts.	E	Application/ Interview
Technical aspects of construction and refurbishment.	E	Application/ Interview
Legislation, Regulations, and Procedures relating Building/refurbishment/construction e.g. Building Regulations.	E	Application/ Interview

Experience	Essential / Desirable	Assessment
Dealing with the public and other outside agencies.	E	Application/ Interview
Supervision of building programmes of work; Practical experience of effectively monitoring and administering building/refurbishment contracts including effective adherence to specification, time/programme and quality; including producing, collating and maintaining clear, accessible and up to date accurate records and key information.	E	Application/ Interview
Dealing with the public in a Social Housing environment	D	Application/ Interview
Building, Repairs and Maintenance.	E	Application/ Interview
Carrying out stock condition surveys in relation to age, condition and attributes of building components.	E	Application/ Interview
Mobile working including use of hand held technology/tablet in relation to electronic collection of data on site (for automatic download to database).	D	Application

Qualifications	Essential / Desirable	Evidence
Minimum ONC, or equivalent proven experience within a building construction environment.	E	Documentation
City and Guilds or Equivalent in an appropriate Trade Discipline	D	Documentation
Apprentice trained background	D	Documentation
Microsoft Office or other relevant IT related qualification	D	Documentation
Valid driving licence	E	Documentation

Additional information / other requirements of the post

- The post involves driving and so the postholder will be required to undertake relevant DVLA licence checks and have access to their own vehicle.
- The employee may be required to work out of normal working hours at times as part of their role.
- The post involves working in an office environment and outside across the district.
- The postholder must be able to undertake site visits and gain access into confined spaces, which could involve the use of a ladder.

Date produced / last amended

July 2025