



Job Description and Person Specification

Job Title	Technical Officer (Specialist Works)	
Post Number	P2431	JE Ref:
Grade	Grade 6	
Other Payments	Essential Car Allowance	
Job Family	Technical and Professional	
Directorate	Community Place and Delivery	
Progression	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week	37	
Accountable to	Specialist Works Manager	
Date created/ reviewed	July 2025	

JOB DESCRIPTION FOR TECHNICAL OFFICER – SPECIALIST WORKS TEAM

Job Purpose

To deliver service within the specified function or functions. Ensure that these services are delivered within the Council's framework of quality standards, performance targets, budgetary control and legislative requirements. Support the Specialist Works Manager as part of the service team, in delivering the corporate vision, values and strategic priorities of the Council.

Giving service specific technical, practical and legal advice, within the post-holder's competence, having regard to the best use of resources and ensure statutory compliance is completed in line with council policy and regulations.

To analyse and monitor performance related information and data, produce monthly reports and dashboards on data gathered, assist on development of existing and new software to allow greater transparency of the service. To assist data transfer within our existing supply chain.

Work in collaboration with other services, and senior management to ensure that services are joined up appropriately and are aligned to the achievement of the Council's aims and objectives.

Accountabilities

1. Develop and contribute to plans/processes that will improve the service and ensure compliance is achieved for the Council's customers. To ensure compliance checks are completed in line with council policy and most up to date regulations. Maintain a property database to include collating surveys, works orders, photographs and other evidence to satisfy law and statute.
2. To respond to complaints and requests for service from the public, businesses, other authorities, agencies and Council Directorates, including giving service specific technical, practical and legal advice, within the post-holder's competence, having regard to the best use of resources.
3. To provide support for both a specific team and for all areas of the Housing Asset Team, for example, assisting in planning workloads and prioritising cases, maintaining computer records, assist on development of existing and new software for asset management purposes, analysis of data to produce monthly dashboards and reports allowing transparency of the service, and carrying out the associated administration.
4. Place orders for works and authorise contractors to undertake work based on health and safety guidelines, and management direction. Using systems to record and manage works, ensuring customers are regularly informed and updated with progress. Ensure regular feedback is obtained and analysed on completed works to ensure works have been successful and the customer is satisfied.
5. To assist the Specialist Works Manager and Surveyors within the Asset Team in ensuring that the necessary health and safety procedures and controls are being properly implemented and to audit existing procedures. Ensure data management and control is maintained. To help ensure the council meet its statutory requirement under homes fit for habitation, Awaabs law, decent homes legislation, building safety act and fire safety act. To ensure all properties are safe and free from hazards when notified of an issue.
6. Preparing reports and agendas, taking minutes and attending meeting. This will also include dealing with general correspondence from clients and customers in line with agreed SLAs.
7. Prepare contractor orders/schedule of works, checking and completing orders/works, contractor liaison, managing customer engagement and customer satisfaction. Ensure that all work is carried out in compliance with the Council's policies, Standing Orders and Financial Regulations and respond to any non-compliance, escalating if appropriate.
8. To ensure that you keep up to date working knowledge of relevant compliance and Social Housing legislation, such as Awaabs Law, Housing Disrepair Law, The Housing Health and Safety Rating System (HHSRS), and the Health and Safety at Work Act 1974.
9. To undertake any other duties as directed by the Specialist Works Manager or the surveyors, in particular, to respond to requests for assistance on any aspect of the work of the team, ensuring a robust support structure is in place.

Demands

Ability to give accurate technical, practical advice to customers and colleagues relating to building matters, cyclical projects and contracts.
Able to undertake site visits to locations around the district including construction sites which may not have easy access, climb ladders and scaffolding if required.
Ability to read technical plans and work documents.
Must be able to be observant and have good attention to detail.

Working Conditions

Working on site as required on a regular basis

Other Employment Requirements

Participation in the Out of Hours Rota may be required subject to service needs;
Satisfactory Disclosure check;
May need to occasionally attend out of hours meetings;
Ability to work in a hybrid manner to suit service needs.

ROLE SPECIFIC PERSON SPECIFICATION				
Criteria		Essential	Desirable	Assessment
Values and Behaviours				
	We are Customer Driven	X		I, T, R
	We Care	X		I, T, R
	We are Confident	X		I, T, R
	We Work Together	X		I, T, R
	We are Trusted	X		I, T, R
Qualifications				
Q1	Degree or equivalent qualification ideally in a construction or surveying area. Or significant relevant work experience in a similar role.	X		A,D,I
Q2	5 GCSE's A-C, including Maths and English	X		A,I,D

Q3	Valid Driving Licence	X		A,I,D
Q4	Project Management Qualification		X	A,I,D

Q5	Technical qualification in either Gas Safety or Asbestos management		X	A,I,D
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Knowledge

K1	Knowledge of relevant Building and Safety legislation including building regulations and compliance regulations	X		A,I,D
K2	Knowledge and understanding of compliance regulations within social housing	X		A,I,D
K3	Knowledge of Building Maintenance in relation to building projects and cyclical maintenance	X		A,I,D
K4	Knowledge and commitment to equal opportunity within a property and social housing environment	X		A,I,D

Experience

E1	Previous experience of dealing with customers well with a track record of taking appropriate responsive action to resolve issues.	X		A,I,D
E2	Experience of effectively managing and monitoring contractors and their works. This would include producing work specifications.	X		A,I,D
E3	Excellent verbal and written communication skills to produce accurate written reports, specifications and work orders	X		A,I,D
E4	Experience of using an Asset Management Database for generating work orders, related housing packages and Microsoft Office suite	X		A,I,D
E5	Experience of data collation, analysis and research	X		A,I,D
E6	Knowledge of Project management tools and techniques in order to effectively undertake maintenance projects		X	A,I,D

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here](#) on our website