

## ***Person Specification***

<b>Post title</b>	Technical Officer	<b>Grade</b>	4
<b>Department</b>	Communities – Housing Repairs and Assets	<b>Post ref</b>	

<b>Competencies</b>	
<i>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.</i>	
<b>Competency framework relevant to the post:</b>	<b>Employee Assessment</b>
Seeing the big picture	Interview
Changing , learning and improving	Interview
Communication	Interview
Team Working	Interview
Delivering value for money and quality services	Interview

<b>Skills</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Ability to maintain accurate records.	Essential	Interview
Ability to produce detailed schedules of work	Essential	Application Form/ Interview/ Test
Ability to write letters and reports and present information in a clear, concise manner.	Essential	Interview/ Test
Ability to prioritise workloads and meet deadlines.	Essential	Application Form/ Test
Ability to use IT software packages	Essential	Application Form/ Interview/ Test
Ability to handle financial information and other personal data in a confidential and sympathetic manner.	Essential	Application Form/ Interview

<b>Knowledge</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Knowledge of building construction and maintenance.	Essential	Application form/ Interview/Test
Knowledge of housing inspection and assessment methods, including Housing Health and Safety Rating System (HHSRS)	Desirable	Interview

Knowledge of building regulation requirements.	Desirable	Interview
Knowledge of procurement routes and methods and contract management	Desirable	Interview
Knowledge and awareness of health and safety requirements relating to building and construction.	Essential	Application Form
Understanding of the Decent Homes Standard and the principles of property lifecycle costing.	Essential	Application Form/ Interview
Knowledge of domestic energy assessment (DEA) methodology and the RDSAP (Reduced Data Standard Assessment Procedure) framework.	Desirable	Application Form/ Interview
Awareness of the Government's 'Net Zero' targets and their impact on social housing providers.	Desirable	Application Form/ Interview

<b>Experience</b>	<b>Essential / Desirable</b>	<b>Assessment</b>
Significant experience in building construction and building maintenance	Essential	Application Form/ Interview
Experience of working with members of the public	Essential	Application Form/ Interview
Handling enquiries from service users over the phone and in person.	Essential	Application form/ Interview
Experience in identifying building defects and estimating the remaining useful life of building components.	Essential	Application form/ Interview
Experience using mobile data collection devices or asset management software (e.g., Keystone, Northgate, or similar)	Desirable	Application Form/ Interview

<b>Qualifications</b>	<b>Essential / Desirable</b>	<b>Evidence</b>
Level 3 in housing or construction qualification, or trade qualification with significant experience within housing repairs and maintenance.	Essential	Application Form/Certificates
Level 3 Award in Domestic Energy Assessment or willingness to undertake and pass the Level 3 Award in Domestic Energy Assessment	Essential	Application Form/ Interview

<b>Additional information / other requirements of the post</b>
<ul style="list-style-type: none"> <li>• The postholder is eligible for casual car user allowance.</li> <li>• The employee will be required to work as part of an 'office cover/technical surveyor' rota as part of their role during office opening hours.</li> <li>• The postholder will be required to balance technical office cover with a structured programme of site-based stock condition and energy assessments.</li> </ul>

<b>Date produced / last amended</b>
February 2026

