Blaby District Council
the heart of Leicestershire

Job Description and Person Specification

Post Title: **Technical Officer**

Reports to: **Technical Officer Team Leader**

Scale: **5**

Politically Restricted: **No**

Overall Purpose

To provide technical advice, assistance and practical support in designing and delivering adaptations to domestic properties (including houseboats and mobile homes) in line with statutory legislations and corporate policies and procedures.

Key Roles, Tasks and Responsibilities

To develop appropriate schemes of adaptations to properties to meet the needs of disabled and vulnerable people in accordance with statutory legislation and Corporate (Lightbulb) policies and procedures. This includes Housing Support and other grants under the Council's 'Regulatory Reform Order', to include minor repairs, energy efficiency and related issues.

Consult with colleagues and partner agencies including Housing Support Coordinators, Occupational Therapists, Builders, Building Control and Planning staff, landlords/agents and Architects.

Provide advice and support to customers and colleagues on the technical aspects of carrying out adaptations to properties.

Carry out inspections at stages of work to ensure compliance with relevant legislation and standards, specification, design and revisions.

Visiting customers in their own homes and assessing building work when required.

To prepare detailed estimates relating to eligible grants and carry out detailed surveys, and support clients obtaining quotes.

To provide computer generated technical layout drawings for each adaptation and prepare schedules of work for contractors, tenders, quotes and estimates.

To case manage customers through the grant processes, including carrying out financial assessments with the service user and carry out verifications to determine grant entitlement and detail any customer contribution required.

To work with colleagues in Building Control departments to ensure inspections are carried out for any work undertaken.

To create and maintain, records both manually and electronically, and raise appropriate correspondence.

To consider amendments to specifications, variations and applications for revised grants and keep control of the construction, maintaining effective working relationships with all internal/external partners.

To monitor and review Lightbulb's current technical standards of construction specifications and costings, against constantly changing requirements.

To evaluate claims for interim payments and to recommend final payments of grants which have been completed.

Provide support and cover for other Technical Officers across Leicestershire the Lightbulb partner services during absence and at other times as and when required.

To manage assigned resources in accordance with Lightbulb policies and procedures, budget systems and constitution including the administration of certain budgets.

To contribute, work towards and promote the on-going issues on best practice, environmental issues, systems thinking, attendance management, crime and disorder and equal opportunities.

To ensure or where required as part of your direct responsibility, carry out risk assessments for significant risks within the Council's undertakings. Identify appropriate controls and ensure that control measures are implemented. When there are significant changes in the hazards or risks of the work activity, review the assessments.

To work from time to time in other localities and partners offices and attend relevant meetings and training.

To carry out any other duties as may be deemed necessary by the Lightbulb Service Manager / Technical Team Leader

To comply with corporate policies and procedures, including and in particular General Data Protection Regulations, Confidentiality, anti-fraud initiatives and equality and diversity.

Attendance at evening Council Meetings/Committees and working outside normal office hours may be required (rare)

This job description may be reviewed and amended in consultation with the post holder, in light of any organisational developments within the Authority.

Post Characteristics

Allowances: Essential car user, mileage and mobile phone

On call/emergency situations: **N/A**

Security/safeguarding checks: Enhanced DBS Check Adult Workforce

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

Knowledge of Building construction, specifically housing adaptations (*3,4)

Desirable:

Relevant Health and Safety policies and procedures (including HHSRS) (*3,4)

Knowledge of Housing and Disabled Facilities Grant Legislation (*3,4)

Knowledge of housing disrepair and energy efficiency (*3,4)

Skills and Abilities

Essential:

Ability to deal with individuals, particularly vulnerable clients in a sensitive manner and in potentially difficult situations (*3,4)

Able to manage a varied and complex caseload, work under pressure with minimum supervision (*3,4)

Ability to organise and prioritise own workload and meet deadlines (*3,4)

Able to adopt a flexible approach and work as part of a team (*3,4)

Creative problem-solving skills (*3,4)

Computer literate - Able to input, find, extract and analyse information in databases i.e. Uniform IDOX (*3,4)

Good verbal and written communication skills with the ability to maintain clear, concise and comprehensive written case records (*3,4)

Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice (*3,4)

Commitment to social inclusion and tackling barriers to access (*3,4)

Ability to successfully develop good working relationships with internal and external colleagues including Housing Support Co-ordinators, Administration, Occupational Therapists, Building Control and Planning staff, landlords/agents, client’s family and carers, contractors and architects (*3,4)

Experience

Essential

Experience of working with individuals to identify and resolve problems (*3,4)

Managing contractors and successfully undertaking planned work (*3,4)

Writing schedules of work and providing sketches/technical drawings (*3,4)

Specification preparation (*3,4)

Experience of carrying out property inspections including building works (*3,4)

Experience of working in a customer focused environment with a caring and sensitive approach (*3,4)

Desirable

Experience of using Computer Aided Design (CAD) or similar software such as Microsoft Visio (*3)

Previous experience in the management of adaptation schemes (*3,4)

Previous experience of working with vulnerable households (*3,4)

Qualifications/Training

Desirable

HNC Building Construction – or equivalent (*3,5)

NVQ level 3 or equivalent in Building Studies/Construction or Environment Health equivalent (*3,5)

MBIAT Member of British Institute of Architectural Technologists (*3,5)

Other

Essential:

Has a driving licence and has access to own vehicle and willingness to use the car for business purposes (with appropriate insurance) (*3,4,5)

Lone Working/Self Motivated (*3,4)

Willingness to work at different local districts (*3,4)

Flexible to work outside of normal office hours (*3,4)

Willing to work safely and use the Council's lone worker protection systems and device (*4)

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by:	Technical Team Leader
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