

Job Description and Person Specification

Post Title: Senior Technical Officer

Reports to: Lightbulb Service Manager

Scale: 6

Politically Restricted: NA

Overall Purpose

1. To lead and manage the Technical Officers Team within the Lightbulb service, ensuring the effective delivery of Disabled Facilities Grants, home adaptations and wider housing support services that enable people to remain safe, independent and well within their own homes.
2. To oversee the technical assessment, design and delivery of adaptation works across all partner authorities, ensuring services are customer focused, compliant, efficient and provide value for money.
3. To provide operational leadership to the Technical Officer team, driving performance, consistency and quality across the service, whilst working collaboratively with service users, contractors, Occupational Therapists, Local Authorities, health and social care partners and other stakeholders to achieve positive outcomes for residents.
4. To work closely with the Caseworker Team to support the effective coordination and delivery of the service, promoting continuous improvement, streamlined processes and the development of efficient end-to-end customer journeys across the adaptation's pathway.

Key Roles, Tasks and Responsibilities

1. To provide day to day line management, supervision, technical advice and support to the Technical Officers Team.
2. To work with the Service Manager, Team Leader and DFG Project Manager to identify and address issues that may impact service delivery, performance and customer outcomes.
3. To provide resilience and operational support across Leicestershire for the Technical Officer function within locality teams.

4. To organise and oversee improvements and adaptations for disabled service users, providing technical guidance and support in relation to adaptation works and housing solutions.
5. To liaise closely with caseworkers, Occupational Therapists, contractors and technical staff regarding the delivery of improvements and adaptations for older, vulnerable and disabled residents.
6. To support management with the continued strategic development of practical housing support solutions that are flexible, innovative and responsive to identified need.
7. To work within locality Lightbulb teams to build and maintain intelligence on local housing support services, identifying gaps, pressures and opportunities for development.
8. To work collaboratively with Occupational Therapists and other specialists within locality teams to facilitate a holistic and person-centred approach to housing support.
9. To develop and maintain effective relationships with key partners and stakeholders to maximise access to housing support services including adaptations, assistive technology, affordable warmth and handyperson services.
10. To provide practical support to individuals accessing services in a coordinated and solution-focused way, identifying creative and innovative approaches to meeting individual need.
11. To contribute to the strategic and operational development of the Lightbulb programme across Leicestershire.
12. Be responsible for managing Stage 1 complaints, ensuring that concerns are investigated promptly, responses are coordinated across relevant teams, and outcomes are communicated clearly, fairly and within agreed timescales.
13. To monitor, manage and improve team performance, ensuring KPIs, statutory timescales, service standards and customer outcomes are achieved.
14. To support the continued review and improvement of end-to-end Disabled Facilities Grant and adaptations processes, embedding efficient and customer-focused ways of working across the service.
15. To oversee and promote quality assurance and consistency of technical practice, ensuring compliance with legislation, policy, Health and Safety requirements and best practice.

16. To support the management and monitoring of contractor performance, ensuring works are delivered to the required standards of quality, value and timeliness.
17. To contribute towards the production, monitoring and analysis of service performance information, identifying trends, risks and opportunities for improvement.
18. To support the resolution of complex cases, complaints and service issues, ensuring timely, professional and proportionate responses are provided.
19. To ensure safeguarding responsibilities are effectively discharged and that appropriate safeguarding procedures, risk assessments and control measures are implemented and maintained across the service.

Post Characteristics

Allowances: Essential Car User

On call/emergency situations: NA

Security/safeguarding checks: DBS Enhanced Adult & Child Workforce

Health and Safety Responsibilities

1. Health and safety responsibility is inherent in the managerial role and the responsibilities for health and safety are no different from the requirements of other management activities.
2. To be familiar with 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.
3. To be responsible for the effective implementation of the Council's health and safety policies and procedures with their services. To ensure that robust and effective safe working arrangements are in place and adhered to by all staff at all times.
4. To ensure that all accidents, incidents and near misses are properly reported and investigated.
5. To report any corporate or significant H&S issues to the Corporate Health and Safety Adviser.

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:

- Understanding of the needs of disabled people (*2,3,4)
- An understanding of the Disabled Facilities Grant process (*3,4)
- An understanding of the Housing Grants, Construction and Regeneration Act 1996 (*3,4)

Desirable:

- An understanding of Planning & Building regulations (*3,4)

Experience

Essential:

- Experience of individual and team performance management (*2,3,4)
- Experience of analysing technical and financial information and making sound judgements (*2,3,4)
- Experience of identifying and addressing risk factors in relation to keeping people safe, warm and secure in their own homes (*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)

Desirable:

- Experience of working in a housing environment (*3,4)
- Experience of working in partnership and fostering good external relationships (*2,3,4)
- Experience of working in a multi-disciplinary team in a customer centred holistic service (*2,3,4)
- Experience of leading a team through the transformation of a service (*2,3,4)
- Experience of producing quarterly narrative reports for partners to keep them informed on service delivery and progress (*3,4)
- Experience of introducing and rolling out new work processes (*2,3,4)

Skills/Abilities

Essential:

- Good liaison and co-ordination skills to develop relationships with partners (*4)
- Ability to motivate staff and manage performance (*2,3,4)
- Ability to prioritise workload, work with minimum supervision and remain resilient under pressure (*3,4)
- Excellent oral and written communication and interpersonal skills (*3,4)
- Skills sufficient to produce and analyse statistics and present information (*3,4)
- Ability to deal with vulnerable people in difficult situations (*3,4)
- Ability to lead a team through process change (*2,3,4)
- Strong decision-making skills with the ability to evaluate options and implement effective solutions (*2,3,4)

Desirable:

- Ability to draw and create plans of proposed adaptations (*3,4,5)

Qualifications/Training

Essential:

Desirable:

- Educated to NVQ Level 4 or equivalent management experience at this level (*5)
- HNC/HND in a construction related field (*5)

Other

Essential:

- Willing and able to work flexibly, including some unsocial hours (*3,4)
- Has a driving licence, access to a vehicle and willing to use the car for business purposes (*3,5)
- Willing to work at different sites across Leicestershire to cover staff absences (*3,4)
- Willing to undertake a DBS check (*5)

Desirable:

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: Lightbulb Service Manager

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