

Person Specification

Post title	Technical Officer (Damp, Mould & Disrepair)	Grade	F
Department	Housing Operations	Post ref	AHR5026

Competencies	
<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>	
Competency framework relevant to the post:	Leadership Level 3 Assessment
Changing and Improving	Application / Interview
Making Effective Decisions	Application / Interview
Delivering Value for Money	Application / Interview
Managing a Quality Service	Application / Interview
Delivering at Pace	Application / Interview

Skills	Essential / Desirable	Assessment
Excellent communication skills – verbal and written	Essential	Assessment / Interview
Excellent interpersonal skills – face to face and telephone	Essential	Assessment / Interview
IT Skills – proficient in use of MS Word, Excel and databases	Essential	Assessment / Interview
Meet Deadlines	Essential	Assessment / Interview
Numeracy	Essential	Assessment / Interview

Knowledge	Essential / Desirable	Assessment
Legislation, Regulations and Procedures relating to Social Housing	Desirable	Assessment / Interview
Construction Industry	Essential	Assessment / Interview

Experience	Essential / Desirable	Assessment
Dealing with the public and other outside agencies	Essential	Assessment / Interview
Supervision of building trade operations	Essential	Assessment / Interview

Dealing with the public in a Social Housing environment	Desirable	Assessment / Interview
Building, Repairs and Maintenance	Essential	Assessment / Interview

Qualifications	Essential / Desirable	Evidence
ONC or equivalent experience within a building construction environment	Essential	Assessment / Interview / Document
HNC or equivalent experience within a building construction environment	Desirable	Assessment / Document
Microsoft Office or other relevant IT related qualification	Desirable	Assessment / Document
Apprentice trained background	Desirable	Assessment

Additional information / other requirements of the post
- The postholder is eligible for essential car user allowance. - The post involves driving and so the postholder will be required to undertake relevant DVLA licence checks. - The employee may be required to work out of normal working hours / attend evening meetings / work weekends and / or bank holidays as part of their role.

Date produced / last amended
04/08/2026