# EXETER CITY COUNCIL

# Job Description

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|---|---|
| **JOB TITLE** | **:** Database Officer |
| **GRADE** | **:** F |
| **POST NO** | **:** 3453 |
| **DIRECTORATE** | **:** Operations |
| **UNIT** | **:** Asset Maintenance |
| **REPORTS TO** | **:** Planned Works Lead |
| **RESPONSIBLE FOR** | **:** N/A |
| **LIAISON WITH** | **:** Elected Members, Staff throughout the Council, Contractors and other external agencies in the public and private sectors, building managers, Council tenants & the general public |

**MAIN PURPOSE**

To Support the Building Condition Manager in the collection, management and validation of Stock condition data, HHSRS and Energy Data and performance certificates

**MAIN DUTIES & RESPONSIBILITIES (MDR)**

1. Support the Planed Works Lead in the organisation and provision of a comprehensive programme of stock condition surveys of the Councils housing stock on a rolling 5 year programme including the collection, management and validation of Stock condition data, HHSRS and Energy Data

2. Co-ordinate all energy surveys so that they are completed and energy performance certificates are issued

3. Assist in the management of the asset database including the collation and production of reports

4. Manage the data and provide reports on the decent homes status information

5. To support and make a positive contribution to the work of the Asset Team in delivering a high quality tenancy service, working within a positive ‘can do’ culture

6. To provide a range of technical and administrative support services for the Housing Asset Team

7. Process invoices in conjunction with the provision of Energy Performance Certificates

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9. Work in conjunction with the Stock Condition Surveyor to arrange appointments for surveyors and contacting tenants or building managers by appropriate methods including mail merges and letter drops

10. Support in the co-ordination of the Planned and Re-active repairs team to collect and improve the accuracy of Stock Condition and Energy Data

**DATE LAST UPDATED:** October 2026

# Person Specification

**JOB TITLE** : Database Officer

**GRADE** : F

**POST NO** : 3453

**DIRECTORATE** : Operations

**UNIT** : Asset Maintenance

**Qualifications & Knowledge**

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
| Educated to GCSE level in five subjects including English and Maths or equivalent expertise | E | A, C |
| NVQ in relevant area (at level 2) in a relevant subject (I.T. or Customer care) | D | A, C |
| Some Knowledge of building construction and the principles of stock condition surveying | E | A, I, T |
| Knowledge and understanding of the Decent Homes Standard and its application | D | A, I |
| Some knowledge of Building Regulations and British Standards and the Housing Health and Safety Rating System (HHSRS) | D | A, I, T |
| Understanding of the principles of energy surveys and SAP ratings | D | A, I |
| Proven experience in maintaining and providing reports based on data relating to stock condition surveys and energy data | D | A, I |
| Understanding of the principles of delivering a planned maintenance programmes / reactive repairs, energy efficiency & risk assessments | E | A, I |
| Extensive experience of recording data, including performance and customer satisfaction | E | A, I |
| Broad experience of using computer based-systems, including all Microsoft software, asset management software and hand held devices and any other relevant software | E | A, I |
| Understanding and commitment to the principles of equality and diversity and their application to the asset maintenance service | E | A, I |

**Special Requirements & Skills**

| Criteria | Essential/ Desirable (E/D) | Method of Assessment |
|---|---|---|
| Ability to analyse and interpret written and electronic data and assist in forward planning major work programmes for long term planning of assets | E | A, I |
| Good written and verbal communication skills with the ability to communicate effectively and appropriately to a variety of audiences | E | A, I |
| The ability to solve problems, manage a heavy workload with a commitment to learn new skills | E | A, I |
| To use initiative and team work to provide good customer service | E | A, I |
| A positive and flexible “can do” attitude | E | A, I |

**CATEGORY: A:** Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

**COMPLETED BY** **:** Head of Service - Asset Maintenance
**DATE** **:** November 2025