



Role Profile

Technical Officer (Housing Repairs & Maintenance)			
Reference No.	A4627	Type	Individual
Service	Housing Service		
Job Family	Para-Professional 4	Grade	FC6

Purpose
To assist the Lead Officer in the delivery of services in relation to the roles and responsibilities for housing repairs and maintenance. To ensure current policies regarding adaptations are adhered to.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
You will report to Lead Officer in relation to the delivery of Housing Repairs and Maintenance.	Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent or a Professional Qualification in Housing or Management	✓	
Provide customers and partners with advice, guidance and support in relation to their requirements by applying specialist knowledge, advice, and support.	Experience of acting in an advisory capacity (Take Ownership)		✓
	Analysis of data and preparation of reports (Embrace Technology and Information)		✓
	Ability to produce concise reports and information to Management (Embrace Technology and Information)	✓	
	Able to provide a regular and effective service	✓	

E = Essential Criteria D = Desirable Criteria

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Carry out property surveys, diagnose faults, obtain or create specifications for work required, produce drawings and obtain competitive prices. Order works by use of appropriate systems and Tender / contract procedures. Supervise works to completion, in line with Fife Council Health & Safety Standards and other statutory requirements.	Ability to work with minimum supervision (Take Ownership) Ability to prioritise workloads, analyse and resolve problems (Deliver Results) Ability to work alone to meet strict deadlines (Take Ownership)	✓ ✓ ✓	
Carry out post inspections, confirm satisfactory completion, authorise payments, investigate invoice queries and support the optimisation of income from private owners.	Cross-Service/ Partnership working liaison skills and experience (Work Together)		✓
Respond to complaints, compliments and requests for information and consider service review and development in the light of these.	Ability to communicate at all levels, both verbal and written Ability to work as part of a team or as an individual (Work Together) The ability to deliver quality customer service and work well under pressure (Deliver Results)	✓ ✓ ✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:			
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results