

Newcastle-under-Lyme Borough Council

PERSON SPECIFICATION

Job Title: Technical Officer (Disabled facilities Grant)

Grade: 8

Post Ref:

Date: February 2023

FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
(1) Relevant Experience	Relevant experience of; -property surveying and preparation of technical drawings, including use of computer aided design programmes -working in housing or construction related discipline - preparing cost estimates/ Schedules of work -inspecting of works to ensure that accepted standards and quality levels are adhered to. -checking construction work for defects	Application Form/ Interview /References	Administration of housing grants Experience of working in a political / local government environment. Demonstrate awareness of the requirements of disabled persons in relation to building adaptations and grant associated projects.	Application Form/Interview/

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FACTOR	ESSENTIAL	HOW ASSESSED	DESIRABLE	HOW ASSESSED
(2) Formal Academic Qualifications	A relevant qualification to at least HND level	Application Form/ Certificates	Housing Health and Safety Rating System - Certificate of Competence Trusted Assessor	Application Form/ Certificates
(3) Vocational Qualifications and Training	Safeguarding Training and awareness.	Application form and Certificates	Project Management or equivalent qualification.	Application form and Certificates
(4) Specialist Knowledge	Housing construction and defects Building Regulations and associated legislation Equality and Diversity	Application Form/ Interview	Disabled Facilities Grants Knowledge partner agencies roles and functions Good understanding of Welfare Benefits Regulations and practice.	Application Form/ Interview
(5) Special Working Conditions	Full driving licence and access to a suitable means of transport for work purposes. Willing to undertake training and continue personal development. All employees are required to comply with the Authority's No Smoking Policy.	Application Form/ Interview		

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(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL
Planning & Organising	<p>1. Has the ability to organise own time effectively and creates own work schedules, prioritises, prepares in advance and sets realistic timescales.</p> <p>2. Accepts constructive feedback and makes adjustments accordingly.</p> <p>3. Shows an awareness of how their actions affect others.</p> <p>4. Deals with ambiguity and remains focussed/positive and able to adjust to changes.</p> <p>5. Adapts and works effectively in different situations in order to carry out a variety of tasks, whilst remaining calm and level headed under pressure.</p>	Interview	2 2 2 2 2
Continuous Improvement	<p>6. Has the ability to set and meet challenging goals, creating own measures and consistently seeks ways of improving performance.</p> <p>7. Awareness of own shortfalls and takes charge of personal development to keep skills up-to-date whilst developing knowledge within a particular area through learning.</p> <p>8. Demonstrates 'lean thinking' techniques. Encourages others to challenge existing ways of doing things.</p>	Interview	3 3 3
Job Knowledge	<p>10. Is well informed and educated in performing to the level expected for the job.</p> <p>11. Seeks to understand how their job supports the strategic direction of the Authority.</p>	Interview/Application form	3 3

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(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL
Communication	<p>12. Communicates information clearly, accurately, positively and in a timely manner.</p> <p>13. Listens attentively and responds thoughtfully to the needs, ideas and opinions expressed by others</p> <p>14. Demonstrates required skill in all forms of written, oral and technological communication.</p> <p>15. Changes communication style and approach to meet the preference of those with whom they are dealing with or of people from diverse backgrounds</p> <p>16. Explains reasons for the actions and seeks others opinions.</p>	Interview	3 3 3 3 3
Customer Service & Support	<p>17. Provides excellent service to external/internal customers by focusing on understanding and meeting customer needs.</p> <p>19. Treats diverse range of customers with respect and understanding.</p> <p>20. Responds to requests in a timely and courteous manner and always strives to represent a positive image of the Authority.</p> <p>21. Actively seeks customers' views to shape strategies and plans through: questionnaires, surveys, suggestion box, and interactive internet pages.</p>	Interview	3 3 3 3
Leadership/Management	<p>22. Has the ability to inspire individuals to give their best to achieve a desired result</p> <p>23. Promotes a trusting and empathetic environment and equality of opportunity</p> <p>24. Has the ability to motivate and lead a team to ensure</p>	Interview	2 2 2

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(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL
	<p>effective performance against performance indicators.</p> <p>25. Provides effective leadership and values to the team, passing on own skills and knowledge where possible, by using an effective coaching style.</p> <p>26. Gives credit to others in recognition of their contribution/achievements.</p> <p>27. Exhibits confidence in financial management, uses the appropriate language i.e. budget, forecast, assets, revenue, shortfall, surplus etc. Discusses the financial implications of decisions, linking decisions to budget provisions.</p> <p>29. Has the ability to negotiate and influence others to obtain a 'win win' solution</p> <p>30. Plans the use of deployment of resources and shares information about how things are progressing against plans and what changes will be made to plans as a result.</p> <p>31. Has the ability to delegate the appropriate tasks taking in to consideration subordinates skills and abilities</p> <p>32. Makes decisions confidently and quickly when necessary.</p> <p>33. Involves staff and others in decisions that affect them and invites people to ask questions about decisions.</p> <p>34. Effectively works with Partners, whilst establishing new partnership working and influencing key stakeholders and partners to contribute to the Authority's objectives.</p>		2 2 2 2 2 2 2 2 2 2 2 2 2 2
Strategic Thinking	<p>36. Takes an overview and identifies patterns, terms and long term possibilities.</p> <p>37. Creates and shapes a vision for the future and fits in with the Authority's long term objectives.</p>	Interview	3 3

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(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL
	<p>38. Agrees shared goals and processes with key stakeholders where there may be benefit in collaborating.</p> <p>39. Creates or contributes to the creation of long term plans for the service area based on the vision for the service area and the overall Authority.</p> <p>40. Summarises the likely risks and rewards associated with the proposed approach.</p>		<p>3</p> <p>3</p> <p>3</p>
Change Management	<p>41. Ability to modify style in order to reach goals and to maintain effectiveness within changing environments and with varying responsibilities</p> <p>42. Coaches others to understand what steps they need to take to implement a change situation, whilst referring to change as an opportunity.</p> <p>43. Helps others to understand what steps they need to take to implement a change situation.</p> <p>44. Demonstrates a continuous positive attitude whilst embracing change initiatives.</p>	Interview	<p>3</p> <p>3</p> <p>3</p> <p>3</p>
Managing Performance	<p>45. Effectively plans, monitors and controls their own and subordinates performance.</p> <p>46. Actively helps others to improve performance and provides constructive feedback.</p> <p>47. Tackles issues of poor performance by agreeing clear SMART objectives.</p> <p>48. Ensures that people are clear about their own responsibilities and accountabilities.</p> <p>49. Treats mistakes and problems as an opportunity for learning.</p>	Interview	<p>3</p> <p>3</p> <p>3</p> <p>3</p> <p>3</p>

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(6) Core Competencies	DEFINITION	HOW ASSESSED	LEVEL
	<p>50. Celebrates successes and treats them as an opportunity for learning.</p> <p>51. Promotes a culture where feedback on performance is encouraged, using examples of behaviour and asks people to share with each other at meetings how they think things are going.</p> <p>52. Gives clear and honest feedback on performance, using plain language and examples to describe person's behaviour and not referring to personality.</p>		3 3 3
Treating People Fairly	53. Has the ability to demonstrate through behaviour and language, commitment to the council's Equal Opportunities Policy, both within the workplace and in service provision.	Interview	3
Health & Safety	55. Demonstrates an ability to ensure any agreed safety rules or procedures are effectively implemented within their areas of responsibility whilst helping others to understand their responsibilities and obligations.	Interview	2