FALKIRK COUNCIL

make it happen
council of the future

Job Profile

Job Title:	Divisional Technical Support Officer
Reporting to:	Assistant Building Operations Co-Ordinator
Responsible for Line Management of:	N/A
Your Job is to:	Support Building Maintenance Coordinators and Officers in the inspection and surveying of Falkirk Council's housing stock to determine maintenance and repair requirements
Grade:	G

What you will do :

Job Specific Tasks

1. Respond to requests for technical assistance from members of the public, council staff, councillors and emergency services.
2. Use working knowledge of Council Services to ascertain the exact requirements of the customer to ensure delivery of appropriate services, processing service requests through to work instruction.
3. Make decisions on all aspects of housing repair and contract related work based on observations made onsite and from information received.
4. Liaise with and inspect work carried out by external service providers, managed by our Building Maintenance Division, taking appropriate action to ensure all works are completed on target and within specification. Also, liaise with outside agencies i.e. Scottish Gas, Scottish Power, Fire and Rescue Service etc.
5. Checking and authorising payments and undertaking spot checks to determine progress and ensure work quality is acceptable.
6. Carry out customer satisfaction surveys to assess the level of customer satisfaction with service provision.
7. Investigate and report on complaints and enquiries from, for example, Elected Members or Members of the public to enable relevant Building Operations Co-ordinators to investigate appropriate action as necessary.
8. Request Technical Appraisals of complex maintenance problems and to liaise, as required, with appropriate staff from other Services to ensure that comprehensive assessments and recommendations are received and actioned.

Job Demands

1. You will be depot based with travel between locations.
2. You will be required to plan and organise your own workload.
3. You will be required to deal with conflicting priorities and deadlines.
4. You may be required to handle cash or process financial transactions such as invoices
5. You will have excellent written and verbal communication skills.
6. You may be required to interact with demanding/angry individuals.
7. You will be required to hold a driving licence.
8. You will assess the needs of service users.
9. You will apply and ensure adherence to regulations or Council policy
10. You will be required to provide advice, guidance or personal services to individuals or groups
11. You will be responsible for handling and processing information.
12. You will be responsible for overseeing the maintenance, cleaning and repair of Council buildings.
13. You will be responsible for expensive equipment.
14. You may be required to work at heights.
15. You must be mobile throughout the Council.
16. You will be required to use your own initiative.
17. You will be required to exercise sound professional judgement.
18. You will be required to maintain confidentiality at all times.
19. You will be required to work as part of a team.

Person Profile

Essential Education & Professional Qualifications & Memberships	Ideally you will have	How we assess this
• Excellent numeracy and literacy • HNC in Construction		Application Form Qualification
Essential Skills, Knowledge & Experience	**Ideally you will have**	**How we assess this**
• Organisational skills • Customer care skills • Problem solving skills • Attention to detail • Relevant experience is required. • Experience using MS office packages. • Experience working in a front line customer service environment. • An ability to analyse information and set priorities	• Analytical skills • Report writing skills • Experience working as part of a team. • Experience working with Trade unions. • Experience in working in Public Sector or political environment. • Experience building relationships with external agencies. • Gaelic language skills	Application Form Interview
Falkirk Council Values & Behaviours		**How we assess this**
• Demonstrates behaviours which are consistent with Falkirk Council Values **(Responsive, Innovative, Trusted, Ambitious)**		Application Form Interview