

ASSISTANT TECHNICAL OFFICER

Reference No.	A4782	Type	Individual
Service	Economy, Planning and Employability Services		
Job Family	Technical 4	Grade	FC4

Purpose

Whilst in this post, the assistant will if not already holding an HNC in Building (or equivalent) will undertake training towards a HNC in Building.

The assistant will work within the Building Standards and Public Safety Team under supervision to support all office processes including appropriate Building Standards warrant applications, property enquiry applications, licensing consultations and private housing standards applications as directed. The assistant will assist other team members through the provision of technical support in the case of large/complex applications or for example enforcement activities and by undertaking routine professional duties or project or developmental work which assists the portfolio in the continuous delivery of professional, high quality and customer focused services.

Work for the assistant is generated by the team that they support, requiring the trainee to routinely liaise and prioritise with the Officer/team member who has requested the support. Although the assistant is expected to complete tasks without recourse to the Lead Officer, the Technical Officer (Operational Support) will have direct responsibility for allocating and where required, prioritising the day to day work of the assistant and will provide the assistant with on-going support in relation to completion of the HNC in Building.

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
To assist in and be part of the Building Standards & Public Safety Team, assisting the Building Standards Operational Support Officer in discharging the responsibilities of that post.	Appreciation of tasks undertaken within a Building Standards & Public Safety environment. Relevant experience in a Building Standards & Public Safety or similar environment. Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent. Minimum 3 National 5s at Grade C or above which must include Maths.	✓ ✓ ✓	✓
To assist in the day to day technical, policy and administrative support of the Building Standards and Public Safety function.	Knowledge of I.T and various software packages with particular reference to Word, Excel & Access – embrace technology and information. Maintain and record accurate information systems	✓	✓
Process allocated Property Enquiry Services applications, Building Standards applications (e.g. small/domestic building warrants, licensing consultations and private housing inspections) including fees reconciliation in line with Team protocols/procedures.	Experience of dealing with customers face to face and by phone/e-mail/letter.	✓	
Undertake any associated on-site inspection services and measurements or technical calculations/checks in accordance with statutory or national agency standards/requirements and in line with the internal Service protocols/procedures as directed.	Ability to read and interpret architectural plans.		✓
Ensure all paperwork and computer information is accurate and up-to-date for applications and other areas of work.	Ability to work well on own initiative.	✓	

Role Profile

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
Maintain a detailed understanding of all Building Standards, Public Safety, Private Housing Standards and Health & Safety legislation together with an awareness/ understanding of other legislation and civil law that affects Building Standards and Public Safety.	Knowledge of current and proposed Building Standards & Safety legislation, regulations and service delivery.		✓
Assist case officers in the processing of complex/major Building Standards applications as directed.	High and consistent standards of quality and accuracy	✓	
Consult with internal and external agents/stakeholders as appropriate.	Good understanding of Building Standards & Safety processes		✓
Use various IT systems, including Uniform, Microsoft Office and Outlook, to effectively carry out the duties of the post.	Relevant I.T. experience with particular reference to Word, Excel & Access Experience of computerised management information system e.g. Uniform.		✓ ✓
Deal with enquiries from all categories of visitors to the office relating to all aspects of the various application processes, e.g. explaining an application, details from an application, technical or professional advice, etc.	Ability to read and interpret architectural plans Good organisational skills Positive attitude to customer care	✓ ✓	✓
Deal with general enquiries relating to the building warrant process, e.g. advising over the need to apply for permission, archive and information searches etc.	Knowledge of current and proposed Building Standards & Safety legislation, regulations and service delivery		✓

Role Profile

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
Assist senior staff in the provision of advice on more complex enquiries, i.e. technical support to a professional member of staff in terms of the collation of technical information.	Ability to meet deadlines and organise workload Ability to deal effectively with colleagues at all levels	✓ ✓	
Manage effective stakeholder relationships in line with Building Standards protocols and the Service's Customer Commitment. Resolve conflict with and between stakeholders e.g. agents, architects, applicants, contractors, etc. Negotiate with agents, Architects applicants, etc. on matters such as timescale, cost, fees, appropriateness of design/construction methods/practices, within clear limits of responsibility and in line with legislation and Service procedures. Maintain an understanding of the wider issues that affect construction businesses and their clients.	Handling conflict/negotiation skills Confident in dealings with others, including members of the public Excellent communication skills	✓ ✓	✓
Investigate enforcement action, including unauthorised work and dangerous buildings, and prepare paperwork as directed by Lead Officer or Service Manager.	Dealing with sensitive issues on a private and confidential basis	✓	
Assist in the administration of licensing and public safety consultations	Knowledge of Private Housing Grants and licensing legislation		✓
Undertake personal development and training as and when required by Fife Council.	Awareness of Fife Council functions		✓
Maintain up-to-date knowledge and understanding of traditional, current and developing construction methods and practices.	Able to provide regular and effective service	✓	

Role Profile

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
Resolve problems through critical analysis/thinking, planning and organising work, reviewing and evaluating options/progress and assessing/managing risk.	Ability to work as part of a team or individually	✓	
To ensure awareness and compliance with the Health and Safety at Work Act.	Health & Safety awareness	✓	
The assistant is expected to hold or work towards the achievement on an HNC in Building (or equivalent).		✓	✓
The Head of Economy, Planning and Employability Services reserves the right to allocate other duties of equivalent grade and status as determined by the workload of the Service and to move staff permanently and temporarily to a different office location.		✓	✓

Role Profile

Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Range %	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
JOB TITLE (of Specialist tasks)				

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:	Expected Behaviours
<ul style="list-style-type: none"> Skills Framework (if applicable) How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>