



Person Specification

Note To Applicants

The points that are marked 'E' are the essential requirements. You should pay particular attention to these points and provide evidence of meeting them. Failure to do so may mean that you will not be invited for interview.

The points that are marked 'D' are the desirable requirements that enhance a person's capacity to do the job.

Job Title	Building Services – First Response Support Officer
Grade	Grade 4
Directorate	Place
Service	Property & Estates Management

Criteria

Experience		
Provide evidence of relevant experience in a similar working environment commensurate with the level of this post.	A,I	E
Provide evidence of using similar computer based programmes such as word processing, spreadsheets, databases and a clear familiarity with PC's, keyboard etc.	A,I	E
Provide evidence of delivering office support and data management services.	A,I	E
Provide evidence of working with asset management data and associated systems (e.g. Tribal, SAP, Civica / Comino, Maximo etc)	A,I	E

Skills and Abilities		
Demonstrate an ability to receive, collate and file documents, strictly adhering to auditable procedures	A,I	E
Demonstrate the ability to produce complex documentation in clear and concise terms.	A,I	E

Demonstrate the ability to effectively plan, time manage and prioritise own workload, work using own initiative and meet agreed deadlines in the context of competing and continually changing priorities	A,I	E
Produce evidence of a professional approach to developing good working relationships with colleagues, contractors and clients.	A,I	E
Ability to undertake a range of complex tasks such as filing, data inputting, archiving, general office organisation to a high standard and within agreed timescales etc	A,I	E

Education, Qualifications and Knowledge		
Demonstrate a basic knowledge of current legislative requirements, contractual and procurement practices	A,I	E
Minimum of 5 GCSE's A-C grade or equivalent (including Maths & English)	A,I,C	E
To be able to demonstrate a basic awareness of current construction related H&S legislation and an understanding of statutory and good practice compliance standards	A,I	E

Other Requirements		
Demonstrate the ability to deal with numerous clients simultaneously, where situations demand to be dealt with in a sensitive, helpful, explanatory manner	A,I	E
Demonstrate an ability to work flexibly, with particular reference to covering the First Response (building maintenance) service, often as the only FRO, occasionally covering for the Senior FRO	A,I	E

Commitment To Equal Opportunities		
Ability to understand and demonstrate commitment to equality and diversity within the context of the relevant service.	A,I	E
Will be expected to display a positive approach and commitment to the Council's policies and priorities	A,I	E

Commitment To Service Delivery / Customer Care		
Committed to providing excellent customer experience and embedding customer focus in all aspects of service delivery.	A,I	E

Climate and Sustainability

Holds a Carbon Literacy Certificate (or related qualification), or willing to undertake Carbon Literacy related training, in support of the council's climate and sustainability objectives.

A/I

E

Methods of Assessment Key

A Application Form

I Interview

C Certificate

T Test

P Presentation

AC Assessment Centre

Review Arrangements

The details contained in this person specification reflect the experience, skills, abilities, qualifications etc required of the jobholder. It is acknowledged that these may change over time. Consequently, the Council may revise this person specification from time to time and will consult with the post holder at the appropriate time.

Prepared / Revised By

Stewart Brown

Role

Property & Estate Management

Date

June 2025