

Clydesdale Housing Association Limited
Technical Services Officer – EVH Grade 7, Spinal Point 22 - 25

Person Specification		
Category	Essential	Desirable
Experience:		
Experience of working within a repairs & maintenance department	✓	
Knowledge in the application of the NHF Schedule of Rates		✓
Experience of working with a housing management functional IT system or other data base – e.g., SDM Housing	✓	
Experienced and confident in working with Microsoft Office Word/Excel/Outlook and video conferencing e.g., Zoom/Teams	✓	
Experience in developing and writing policies and procedures		✓
Experience and commitment to providing a high-quality customer experience	✓	
Experience in managing reactive/planned & cyclical maintenance contracts including monitoring spend/tenant liaison/contractor liaison	✓	
Processing and monitoring Stage 3 works and claims to Scottish Government		✓
Experience of carrying out void property inspections	✓	
Skills/Ability/knowledge:		
Ability to work on an individual basis and as part of a team whether at home or in the office	✓	
Flexible, adaptable and able to work in pressurised situations	✓	
Possess the skills & knowledge to carry out Energy Performance Assessments and produce EPC's		✓
Possess the skills and knowledge to be able to carry out stock condition surveys in order to inform our planned and cyclical maintenance programme		✓
Have a confident manner in dealing with people including handling complaints and enquiries	✓	
Be able to diagnose technically complex repairs and provide solutions	✓	
Be able to monitor the quality of works through pre & post inspections to ensure works are carried out to a high standard and on time	✓	
Be able to collect, record and interpret dashboard data to inform KPI reports		✓
Excellent communication skills	✓	
Knowledge of current compliance responsibilities in terms of gas safety, electrical safety, fire safety and legionella	✓	
Ability to use tenant feedback results to improve service delivery	✓	
relevant knowledge of and ability to comply with GDPR	✓	
relevant knowledge of and ability to comply with FOI regulations	✓	
Qualifications		
HNC in Surveying or similar (e.g construction/project management)		✓
Domestic Energy Assessor accreditation		✓
Have had some training in the use of NHF SOR		✓
Relevant further education or trade/professional qualification		✓
Other		
Clean driving license	✓	
Use of a car that is insured for business purposes	✓	