

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION	
DIRECTORATE:		Finance, Development and Business Services	
SERVICE AREA:		Housing	
JOB TITLE		Apprentice Construction Design and Build Technician / Apprentice DFG Technical Officer	
REPORTING TO:		Housing Regeneration & Investment Manager	
APPRENTICESHIP QUALIFICATION		Level 4 Construction Design and Build Technician	
APPRENTICESHIP DURATION		36 Months	
1.	JOB SUMMARY: Providing, effective, efficient technical support to other Technical Officers within the team specifically in relation to the delivery of Disabled Facilities Grants and essential property repair (funded through the Councils Homeowner Improvement Loan Scheme). To work towards completion of the above Apprenticeship Qualification whilst gaining relevant on the job work experience.		
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS		
	1	Assisting the DFG Technical Officers with the delivery of the Divisions service objectives by supporting them with a full range of technical duties which may entail the following: a) Advising individuals of the requirements of the relevant legislation and attempting to reach a satisfactory conclusion. b) The implementation of policies and procedures in relation to the provision of disabled facilities grants. c) Carrying out site surveys and inspections of properties. Using and taking account of the following: – Produce drawings using CAD – Produce drawings in line within current Building Regulations – Finding solutions to technical and engineering problems within budget – Producing schedule of works – Take into account the needs of clients and reach agreement with Occupational Therapist on a scheme that meets the needs of a client. – Assessment of conditions using the Housing Health and Safety Rating System in properties across all tenures and prioritising works. d) Management of case load and project planning of works including: – Interpretation of architectural drawings and structural reports – Carrying out ‘work in progress’ visits – Deal with unforeseen issues once works are on site – Find solutions to technical issues that may arise on site – Manage expectations of Clients – Liaison with and between Contractors and Clients	

		<ul style="list-style-type: none"> – Keep well organised personal records for each Client – Assess works have been complete as per the schedule of works and specification supplied to the contractor <p>e) Investigating and reporting on statutory or other public health related nuisances and taking action as instructed.</p> <p>f) Assisting in the assembling of information on the conditions and improvement potential of all dwellings within the Borough.</p> <p>g) Communicating effectively and appropriately with internal and external partners and clients within the Borough and record this information using the Council's own software system.</p> <p>h) Investigating queries and complaints from clients including interviewing complainants and other parties as necessary, collecting information and reporting in accordance with agreed procedures.</p>
	2	Attend college to gain the necessary qualification with regards to this post. At the end of the Apprenticeship there is an expectation that the individual will be able to carry out the DFG Technical role fully themselves.
	3	To undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
	4	To ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton-On-Tees Borough Council.
3	GENERAL Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder Workforce Culture and supporting behaviours and Code of Conduct – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace. Shaping a Brighter Future – The post holder will embrace the Council's "Shaping a Brighter Future" programme. Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures. Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures. Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have	

	a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.		
	Name	Signature	Date
Job Description written by (Manager)
Job Description agreed by (Apprentice)

Job Description dated May 2021

PERSON SPECIFICATION

Job Title	Apprentice Construction Design and Build Technician (Disabled Facilities Grant Technical Officer)	
Directorate / Service Area	Finance, Development and Business Services	Housing

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	<p>Minimum 5 GCSEs Grade C/4 or above or equivalent Level 2 qualifications (must include English & Maths)</p> <p>&</p> <p>Related BTEC qualification at Level 3 or 2 relevant STEM A-Levels</p> <p>PLEASE NOTE: You must not hold an existing qualification at the same or higher level as this apprenticeship or in a similar subject</p>		Application form / Certificates
Experience	Working as part of a team (this could be in a sporting, educational, work or social setting) as well as demonstrating use of own initiative	<p>Industry experience at Level 3 is preferred, however, all relevant experience will be considered</p> <p>Office experience e.g. record keeping, filing, use of standard office aids e.g. photocopier etc.</p> <p>Experience of handling personal sensitive information</p>	Application / Interview

Knowledge & Skills	<p>Good Communication and Interpersonal skills</p> <p>Committed to excellent customer service</p> <p>Excellent IT Skills including ability to use Microsoft Office e.g. Word and Excel.</p> <p>Good attention to detail</p> <p>Ability to understand and apply regulations and written instructions.</p> <p>Ability to communicate both orally and in writing.</p> <p>Be articulate and able to converse confidently in a pleasant and professional manner.</p> <p>Ability to work in an organised and methodical way to analyse and solve problems</p> <p>Numerate and have the ability to copy/transfer information accurately.</p>	<p>Awareness and understanding of the importance of confidentiality and Data Protection</p>	<p>Application / Interview / Reference</p>
Specific behaviours relevant to the post	<p>Demonstrate the Council's Behaviours which underpin the Culture Statement.</p> <p>Committed to own personal development.</p> <p>High personal standards of self-discipline</p> <p>Highly motivated, and not easily discouraged</p> <p>Know your limitations and when to ask for help or to escalate a matter.</p> <p>Flexible approach to work</p>	<p>Emotional resilience</p>	<p>Application / Interview / Reference</p>

	Positive approach to problem solving		
Other requirements	Ability to travel independently to venues across the borough		Application / Interview

Person Specification dated MAY 2021