

PERSON SPECIFICATION

Job Title: Technical Support Officer

Directorate & Section: Operational Services

Salary Grade: TBA

EXPERIENCE: (Of delivering outcome/objectives/service improvements etc, not just time served)

- Demonstrated ability to identify and resolve safety and maintenance issues through hands-on repairs and proactive inspections, contributing to improved service standards and public safety across play areas and public spaces.
- Relevant practical experience working in grounds maintenance/Horticultural service environment.
- Relevant practical experience in undertaking and recording inspections of assets, such as play equipment, street furniture and other public amenities.
- Relevant practical experience working on the highways, for example hedge trimming, Basel removal, street furniture cleaning.

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Good communication skills.
- Good written & numerical skills.
- Good practical skills essential for carrying out effective repairs and maintenance of play equipment that comply with relevant standards.
- Working knowledge of health and safety practices and legislation.
- Exemplar levels of customer service.
- Ability to work under own initiative.
- Ability to work as a part of a team.

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- Must hold current driving licence with Category C1 or equivalent or hold a licence issued before 31.12.95.
- Must be willing to undertake formal training to obtain industry awarded qualifications.

It is **desirable** that the post holder has:

- ROSPA / RPII Certification at an operational level
- Certified use of power tools
- Experience working with Community/Friend Groups and Volunteers
- Trained in safe lifting, use of PPE, and working around the public.
- Competence with strimmers, hedge cutters, drills, pressure washers, etc.

ADDITIONAL FACTORS

It is **essential** that the post holder has:

- Ability to work weekends and bank holidays.
- Ability to demonstrate a flexible working approach.

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