



PERSON SPECIFICATION	
Job Title	Technical Officer
Department	Open Spaces
Grade & Level	D Level: 2
Trent Position Number	

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application **(A)**, interview **(I)** or test **(T)** as indicated below.

Professional Qualifications / Relevant Education & Training

An appropriate technical qualification (Level 3), such as City & Guilds or equivalent in hydraulics/ mechanical or electrical engineering with ideally another qualification in one of the other disciplines. **(A, I)**

Education/ qualifications to illustrate a good level of literacy and numeracy together with competent IS skills in particular Microsoft Office. **(A, I)**

Experience Required

Significant practical experience gained particularly working with either hydraulics or mechanical and electrical maintenance, within a major engineering structure. **(A, I)**

Strong experience of managing/ overseeing/ working with a small team of technical staff who are dealing with complex maintenance of a multi-skilled area/ environment that is open all year round. **(A, I)**

Good audio visual/ digital experience preferably within the tourism/ electronic entertainment industry. **(A, I)**

Excellent knowledge of general building maintenance requirements and regulations concerning hydraulics, heating, domestic water and sewage systems. **(A, I)**

Experience of undertaking risk assessments and preparing method statements. **(A, I)**

Technical Skills & Knowledge

The ability to manage and supervise a complex technical based operation in accordance with maintenance programmes, supporting commercial/ hospitality events that will involve both in-house staff and contractors. **(A, I)**

Excellent oral and interpersonal communication skills to explain detailed technical matters clearly to other staff, management, visitors and contractors as well as deliver guided tours. **(A, I)**

Good written communication skills to be able to provide clear and concise technical details on maintenance procedures to staff, management, visitors and contractors. **(A, I)**

Good knowledge and regular application of health & safety requirements when dealing with the public, contractors and visitors within a busy and open all year round working tourist building. **(A, I)**

Excellent customer care skills with a positive and pro-active approach. **(A, I)**

Good IT skills including Microsoft Office, particularly Word and PowerPoint **(A, I)**

Ability to establish and maintain cooperative and effective working relationships. **(I)**

Direct experience of diagnostic fault finding on various types of major equipment with sound knowledge of hydraulics, heating, domestic water and sewage systems. **(A, I)**

Ability to perform technical tasks conscientiously with a high degree of competency and manual dexterity. **(A, I)**

Ability to demonstrate sound oral and written communication skills. **(A, I)**

Ability to supervise and motivate staff and work closely with colleagues to deliver excellent services. **(A, I)**

Good level of IT skills in Microsoft Office Suite. **(A, I)**

Excellent customer care skills with a positive and pro-active approach. **(A, I)**

Professional appearance and demeanour. **(A, I)**

Establish and maintain co-operative and effective working relationships. **(A, I)**

Good level of physical health and fitness with the ability to carry out manual tasks. **(I)**

Adaptable with a flexible approach to working and the ability to positively respond to operational changes and client's requests. There will be a requirement to work overtime and be available out of hours. **(A, I)**

A strong commitment to Health and Safety with experience of undertaking Risk Assessments especially Fire. **(A, I)**

Other Relevant Information

A good level of physical health and fitness is essential in order to carry out duties across Tower Bridge and The Monument.

The post works on an established rota of early and late shifts (07:00hrs – 15:45hrs & 10:00hrs – 18:45) 7 days on/ 3 days off followed by 7 days on/ 4 days off based over a 21 day period.

Regular paid overtime working is required for bridge lifts and working at events which is allocated via a rota.

Recruitment – Note to Applicants

The qualifications, experience and technical skills will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address the criterion marked as (A) on your application form in the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.