

# Technical Officer Applicant Recruitment Pack

Sefton is a really great place to live and work



# Welcome

Hi,

We would like to thank you for your interest in the Technical Officer role within Sefton Council's Home Improvements Team, Regeneration, Economy and Asset

This is an exciting and rewarding opportunity for someone who thrives on helping others. The post holder will be assisting residents of Sefton to have safe access in and around their homes so they can continue to live there for as long as is possible

You'll play a key role in ascertaining and designing appropriate, Reasonable, practical and necessary Disabled Facilities Grant adaptation schemes in accordance with Occupational Therapist referrals of need

If you have the requisite levels of experience, skills and qualifications then we would like to hear from you.

Sally Billington  
Principal Housing Improvement Officer



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## About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



## Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

## Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital



projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping

Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at [www.sefton.gov.uk](http://www.sefton.gov.uk)

## An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

## Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression, strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

### What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:

- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

### Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

### Learning, Development and Career Progression



- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

### Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

### Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.

### Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

### Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).



## About the Role

Once you are familiar with our systems and processes you would be required to produce schedules of work and associated drawings. Adaptations can range from small internal alterations to more complex schemes.

The successful applicant will be required to provide a Borough wide service to all our clients, experience of working with older people and/or people with disabilities is desirable along with a genuine commitment to work to consistently high standards providing a quality service at all times, Communicate with a wide and varied customer base and liaise with Internal and external bodies and other parties involved in delivering this key service.

### Operational Duties/Service Delivery

- Comprehensive diary and inbox management, including scheduling and co-ordinating meetings
- The ability to prioritise tasks effectively and efficiently
- Respond to enquiries and requests promptly, ensuring a positive customer experience.
- Exceptional attention to detail
- Handling sensitive information with the highest level of confidentiality and discretion
- Proficient in the use of the Microsoft Office package including Outlook, Teams, Word, Excel, CAD etc.
- Follow safeguarding procedures and escalate concerns appropriately

### Technical Responsibilities

- Deliver services in line with statutory, policy, and organisational requirements.
- Prepare scaled drawings and associated priced schedules of work, using an agreed priced schedule
- Prepare and submit applications for statutory agreement ie Building Regulation and Planning Approval

Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.



## Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

### 1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

### 2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

### 3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

### 4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

### 5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

### 6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.

- Provide examples that demonstrate these effectively.

### 7. Check Your Application Carefully



- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

### **8. Submit Your Application Before the Deadline**

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

### **9. Prepare for Potential Next Steps**

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

## **Application and Selection Information**

The closing date for this vacancy is **Sunday 19<sup>th</sup> April 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates – (Late April – Early May) **To be arranged.**

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

**Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.**



## Appendix A – Job Description and Person Specification

**Post:**

<b>Directorate:</b>	Regeneration, Economy and Assets
<b>Location:</b>	Magdalen House, Bootle, L20 3NJ
<b>Division:</b>	Home Improvements Service, Building Services
<b>Post:</b>	Technical Officer
<b>Grade:</b>	H      £37,280 to £40,777
<b>Reporting to:</b>	Principal Housing Improvement Officer

**Job Purpose:**

Supporting the Principal Housing Improvement Officer in the delivery of comprehensive and efficient Home Improvement Service the post holder will assess adaptation requirements in line with relevant legislation, undertake design work to address identified requirements efficiently and effectively and manage the delivery of the works to a high standard.

**To deliver the following outcomes**

1. The Council's key investment projects are delivered
2. The operation and financial efficiency of the Council's assets are improved
3. The opportunities for sustainable development and investment in Sefton are increased
4. The Council's assets are maintained
5. The most vulnerable people are assisted in accessing opportunities
6. Our services are accessible



### Main Duties and Responsibilities:

1. To provide an efficient and effective service to clients who are enquiring about, have made an application for, or have received approval for, the various types of grant or loan assistance provided by the Council.
2. To organise and oversee all technical aspects of the Housing grants / loans process from receipt of initial enquiry through to completion. Visiting client's in their own homes providing the required level of advice and information and maintaining regular contact with them at each stage of the case
3. To inspect properties with regard to the legislation and standards appertaining to the Housing Health and Safety Rating System, the Decent Homes Standard, Disabled Facilities Grant and other relevant standards, as appropriate. To visit properties and undertake surveys to identify eligible works, prepare detailed plans and specifications / schedules of work to meet the needs and to check and analyse plans, specifications, estimates, bills of quantities and variations in connection with all applications for assistance.
4. To maintain and review an up-to-date Register of Preferred Contractors
5. To administer the Contracts for Works, instruct contractors and monitor the quality of workmanship.
6. To assist & contribute towards the development of a Private Service
7. To liaise with and maintain good working relationship with the Occupational Therapist, Client, and all other relevant partner agencies: to design adaptations that meet the needs of a disabled person(s), interpreting recommendations made by OT's and advising where appropriate, alternative cost effective solutions organising and overseeing all aspects of the housing grants/loans process from receipt of initial enquiry through to completion.
8. To Undertake inspections to assess and verify unforeseen / additional works in line with current procedures and carry out interim valuations and recommend payments to contractors. To carry out completion inspections and certify final accounts and authorise payments in accordance with Councils financial regulations.
9. To monitor and control the progress of jobs on site and standard of work completed, whilst ensuring they all comply with relevant standards and that clients are satisfied with the improvements or adaptations. Resolving any outstanding matters to the satisfaction of clients and senior officers. To keep up to date with developments in the maintenance/adaptation of buildings and attend relevant



training courses.

10. Give general advice and/or apply the current legislation and Council policy with regard to housing renewal and the financial assistance made available by the Council.
11. Working with the Principal Housing Improvement Officer to establish and implement a contractor code of conduct, monitor contractors against the criteria and recommend action as appropriate. Provide technical support, in conjunction with the Home Improvements team, to clients irrespective of whether they are receiving financial assistance from the Council
12. To keep full and careful records, including inputting on IT systems, of all activity for the purpose of updating case files, colleagues and managers on progress of enquiries, applications, current cases and completions.
13. To assist in the development and implementation of performance targets related to all current activities of the section. To adhere to and improve upon the standards defined in the customer charter for delivering private sector housing services. To assist in preparing reports for use by the Principal Housing Improvements Officer on the results of inspections / surveys made.
14. To keep abreast of changes in the building industry and reviewing pricing mechanisms, schedules and specification systems on a regular basis. To assist the Principal Housing Improvements Officer in the development of standardised schedules of work / layout plans, quality control manuals and procedures required to deliver a comprehensive and effective service.
15. To assist in the review and updating of standard schedules of work and costings. In particular work to implement schedules which contribute to sustainable development and low-cost maintenance of housing.
16. To arrange for the submission of and ensure that all work complies with current Building and Planning Regulations, Health & Safety and other relevant legislation.
17. To Work under own initiative with minimal supervision and manage and maintain a substantial caseload and to deputise for senior staff as and when required.
18. To participate in staff meetings, case conferences and training courses as required. To assist and participate in various working groups as required to shape and develop the services provided.
19. To participate in the council's performance review procedures.
20. Any other duties as required which are commensurate with the grading of the post. To carry out any other specified tasks that may be reasonably required by the Principal Housing Improvements Officer, with the proviso that any change of a permanent nature will be written into the job description.



## Organisation Chart

See attached.

## Special Conditions

Attendance at evening meetings of the Council's Committees and Resident or Interest Group meetings may be a feature of this post.

A casual car user's allowance is available. The post holder must hold a current driving licence.

## General

The post holder will be expected to work flexibly, and the exact nature of the duties described above is subject to periodic review and is liable to change.

The post holder will be expected to comply, observe and promote the equal opportunities of the Council.

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All members of staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The post holder is expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The Authority has an approved equality and diversity policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality and diversity policies of the Council.

Since confidential information may be involved with the duties of this post, the post holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.



All staff will undertake, and participate in training, coaching and development activities, as appropriate.

**Note:** Where the post holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.

**Prepared By:** Sally Billington

**Designation:** Principal Housing Improvement Officer

**Date:** 22.1.21



## PERSON SPECIFICATION

**Post:** Housing Improvements Technical Officer    **Post No:** POSN413005

**Department:** Regeneration, Economy and Assets    **Division:** Investment Programmes &

Personal Attributes Required (considerations)	Essential (E) Or Desirable (D)	Method of Assessment (suggested)
<b><u>QUALIFICATIONS/TRAINING</u></b>		
Qualified to at least HND/HNC level Building Construction and / or Surveying or equivalent	E	AF/C/I
E.C.D.L. or equivalent Computer qualification	D	
<b><u>EXPERIENCE</u></b>		
Considerable experience in a residential building / surveying related discipline with detailed knowledge of the building industry, surveying practices and techniques, adaptations and general domestic building maintenance / repair practices.	E	AF/C/I
Experience in the production of detailed specifications, schedules of work and plans using CAD programmes. Ability to compile and maintain a schedule of rates, tender preparation and negotiation, contract administration, quality and cost control.	E	
Experience in delivering DFG and renovation type grants/loans including the inspecting of houses.	D	
Considerable experience in the application of housing renewal legislation relating to private sector housing, including the supervision of building works and contractors with the ability to maximise income and minimise costs.	D	
Experience of working in an environment providing a service to the public with an understanding of customer care issues.	D	
Experience of working with clients, internal departments and external agencies.	D	



Experience of working in an office / team environment and of working effectively as part of a small team.	D	
Experience of working effectively under pressure to meet deadlines in a busy environment.	D	
<b><u>KNOWLEDGE/SKILLS/APTITUDES</u></b>		
<b>Knowledge</b>		
A good understanding of building construction, identification of defects and remedies, including structural matters. Along with the technical expertise and ingenuity to solve complex problems.	E	AF/C/I
A good understanding of the implications of adapting buildings to meet the needs of disabled people.	E	
A good Knowledge of Private Sector housing programmes and disabled adaptations, including knowledge of the Housing Health and Safety Rating System and the Decent Homes Standard.	D	
Knowledge of Health and Safety issues with regards to building works and the construction design and management regulations.	E	
A good knowledge of health and safety issues, risk assessments, COSHH and DSEAR. (Dangerous substances & explosive atmosphere regulations 2002)	D	
A good understanding of the administrative systems, processes and procedures necessary to manage individual workload.	D	
To have an understanding of and be committed to Equality & Diversity.	D	



<p><b>Skills</b></p> <p>The post holder must possess excellent written and verbal communication skills</p> <p>The post holder must possess the ability to organise and prioritise own workload effectively.</p> <p>The post holder must possess the ability to reach a variety of target audiences and be able to liaise with people at all organisational and community levels.</p>	<p>E</p> <p>E</p> <p>E</p>	<p>AF/C/I</p>
<p>The post holder must possess well-developed IT/Computer skills. Including every day usage of IT systems including all Microsoft based systems and Flare.</p> <p>The post holder must possess the ability to check financial information, final accounts and produce payments for authorisation.</p> <p>The post holder must possess the ability to use own initiative and work under pressure with limited supervision and accept responsibility for own work; to prioritise workload to meet recognised performance targets/deadlines.</p> <p>The post holder must be flexible and adaptable and be able to manage a busy and varied workload of inspections and administrative work.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	
<p><b>Aptitudes</b></p> <p>The post holder must work within recognised guidelines, within which the jobholder is required to organise own work load. The work involves making decisions as to when and how duties are to be carried out and responding independently to unanticipated problems and situations. The jobholder generally has access to a supervisor/manager for advice and guidance on serious problems'.</p>	<p>E</p>	<p>AF/C/I</p>



<p>The postholder must be able to apply/perform concentrated mental attention for prolonged periods.</p>	<p>E</p>	
<p>The post holder will be required to be self motivated with a focus on personal and team achievements.</p>	<p>E</p>	
<p>The post holder will be required to have empathy with the needs of older people and people with disabilities and have a genuine commitment to meeting their needs whilst being authoritative when necessary.</p>	<p>E</p>	
<p>The post holder will be required to have a commitment to working to high standards of customer care and delivering a quality service in a responsive and customer orientated environment.</p>	<p>E</p>	
<p>The post holder will be required to have a flexible approach to work.</p>	<p>E</p>	
<p>The post holder will be required to be reliable, trustworthy and conscientious possessing a commitment to the highest standards of conduct when dealing with public funds.</p>	<p>E</p>	

<p>The post holder will be required to be committed to self development willing to learn and attend training courses as necessary.</p>	<p>E</p>	
<p><b><u>SPECIAL REQUIREMENTS</u></b></p>		
<p>The post holder may be expected to attend meetings outside of normal working hours</p>	<p>E</p>	
<p>The post holder may be required to participate in the emergency plan</p>	<p>E</p>	



