

Person Specification

Position Title	Water Quality Officer
Division / Section	Place Management – Property and Facilities Management
Service Area	Place
Responsible To	Operational Manager

Person Specification

Qualifications, training & professional membership	<ul style="list-style-type: none"> Educated to HNC level in an appropriate professional or technical qualification, or have considerable relevant experience and demonstrated competence in commercial and domestic water plumbing systems. 	Essential
	<ul style="list-style-type: none"> Possession of relevant higher qualifications or proficiency modules on Legionella control and assessment (e.g. P901, P902 and P903 Legionella Certificates awarded by the British Occupational Hygiene Society) 	Desirable
	<ul style="list-style-type: none"> Working in designated confined spaces will require appropriate training and certification. 	Desirable
	<ul style="list-style-type: none"> Detailed knowledge of Legionella control Codes of Practices 	Desirable
	<ul style="list-style-type: none"> Current driving licence 	Essential

The successful candidate will demonstrate evidence of the following experience, knowledge, skills and understanding. Evidence will be sought for selection purposes.

SUPERVISION AND PEOPLE MANAGEMENT

- | | |
|----------------------------------------------------------------------------------------------------------------------|-----------|
| <ul style="list-style-type: none"> Supervise teams visiting locations on site | Essential |
| <ul style="list-style-type: none"> Supervise, mentor and train inexperienced staff including trainees | Essential |

MONITORING, ASSESSMENT AND ANALYSIS

- Lead and maintain processes and procedures which comply with quality assurance systems in Legionella risk assessments Essential
- Assess the criticality of breaches in the Legionella control regime, report to appropriate bodies and undertake remedial measures as appropriate Essential
- Manual handling and lifting: carrying heavy equipment or water tanks on a daily basis, entry into confined spaces, use of ladders and safety equipment on a daily basis. Essential
- Carry out Legionella risk assessments and associated tasks and provide technical advice to customers Essential

CUSTOMER FOCUS

- Identify efficiencies to improve customer service Essential
- Provide professional advice and guidance to protect public health and safety in sometimes sensitive and challenging situations Essential

Competencies & Values Framework

Applicants will also be measured against the following competencies as per the Competency Level outlined in [Our Competency & Values Framework](#):

- Customer focused**
- Promotes the importance of quality customer/client services within the team and aims to exceed customer/client expectations
 - Identifies opportunities to improve the way the team delivers customer/client services
 - Ensures teams correctly identify customer/client needs and provide satisfactory solutions
 - Takes personal responsibility to manage customer/client relationships
 - Implements service improvements
 - Monitors quality of service

Works Effectively with others

- Treats team members fairly and equally, recognises and demonstrates appreciation of their contribution
- Identifies with and has a shared commitment to achieving team objectives
- Shares knowledge and information with others
- Thanks others for their contribution and efforts
- Fosters good working relationships within teams in own department

Managing change

- Actively seeks others input and values their contributions
- Reacts positively to change
- Is flexible and adapts plans in response to change
- Prepares and supports team members during periods of change
- Constructively challenges current thinking and procedures and offers alternative solutions
- Gains acceptance of necessary changes by communicating their benefits with conviction and enthusiasm

Taking Ownership and Responsibility

- Takes the initiative to start activities or actions
- Recognises when a decision is needed and commits to act
- Is proactive, acts quickly to address current issues
- Seeks feedback and takes appropriate action
- Takes responsibility for personal development
- Modifies own behaviour to influence different situations

Communicating Effectively

- Uses positive, appropriate language in all situations
- Communicates clearly and concisely to influence others
- Uses a variety of methods to communicate in the most effective manner
- Creates a positive confident impression
- Uses interpersonal skills to have a positive impact in meetings
- Keeps written messages simple

Planning and Decision Making

- Regularly monitors progress and takes corrective action to ensure priorities are met
- Gathers information from several readily available sources
- Considers information objectively to establish logical options and generate solutions
- Considers options and risks before making a decision
- Determines resources and co-ordinates work logically to ensure tasks are completed effectively