

## Person Specification

### Technical Support Officer (Building Control)

#### Part A

The following essential criteria (experience, skills and qualifications) will be used to short-list candidates at the application stage:

#### Essential

- Ability to read and understand basic information received on plans and drawings.
- Ability to measure shapes and areas from drawings and to calculate and advise customers of fees and charges.
- Experience of computer business software / databases.
- Good written and oral communication skills.
- Ability to follow technical or detailed written and verbal instructions.
- Good organisational skills.
- Excellent customer service skills.
- Ability to work both as part of a team and autonomously.
- Ability to problem solve.

#### Part B

The following criteria will be further explored at the interview stage:

- Knowledge of work undertaken by Newcastle City Council building control section.
- Approach to problem solving.
- Communication skills.
- Approach to organising workload / deadlines.
- Approach to customer service.
- Approach to teamwork.

#### Additional requirements:

- Shortlisted candidates will be set a basic numerical test in addition to the interview.