
Job Specification

Technical Adviser

Function: Technical Services

Reporting to: Director of Technical Services

Core Terms & Conditions

The post will be for 35 hours per week, worked over Monday to Thursday from 8.30am to 5.00pm and on Fridays from 8.30am to 2.30pm with one 60-minute lunch break (unpaid) per worked day.

The gross salary will be £36,972 per annum, subject to confirmation of relevant experience.

There will be a six-month Probation Period at the end of which there will be a Benchmark Appraisal. Thereafter, Appraisals will take place twice per annum.

During the Probation Period one month's notice of termination of employment will be required on either side. Thereafter, the notice period on your side, will be one month and the notice period for SELECT will be three months.

Holiday entitlement is 30 days inclusive of Public/Bank Holidays. Holidays are to be arranged in advance with the Director of Technical Services.

Employees joining SELECT are invited to join a contributory group personal pension scheme. There is a three-month grace period which provides individuals with an opportunity to opt out.

Location

The Technical Adviser will be based at home but is required to travel throughout Edinburgh, the Lothians and Borders to visit Members, Prospective Members and others. They will also be required to provide training delivery, attend meetings and/or seminars as required therefore attendance at SELECT's offices will also be necessary from time to time as required.

Line Manager

The Director of Technical Services, as Line Manager, will assign work to and manage the post holder.

Person Specification

Technical Adviser

Function: Technical Services

Reporting to: Director of Technical Services

Job Purpose

To support the Director of Technical Services by providing a high quality and cost-effective support for Members in the area of technical compliance.

Person Specification

1. An in-depth knowledge and understanding of legislation and best practices.
2. The ability to analyse, monitor and understand legislation in order to develop and produce guidance which promotes good practice.
3. Through interpersonal skills, the ability to build and maintain good working relationships with Members.
4. The ability to communicate (verbally and in writing) effectively using a variety of mediums.
5. The ability to deliver training courses to a high standard.
6. Proficiency in Microsoft office suite and database, and in the general use of IT systems and programmes.

Scope

Responsibilities for equipment:

- Laptop
- Car
- Phone
- Department equipment

No responsibilities for staff or budgets.

Job Description

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Key Responsibilities

1. Provision of technical assistance and services to Members.
2. Provision of technical services for SELECT through the Director of Technical Services
3. Assisting Director of Technical Services as required.
4. To always act according to the staff's shared values and customer service standards.

In addition to these functions, employees are required to carry out other duties as may be reasonably required.

Key Responsibility Objectives

1. Provision of technical assistance and services to Members.

- 1.1 Advise Members as required on the resolution of technical enquiries and similar by letter, email, telephone, video call or personal attendance. The provision of advice may also extend to Prospective Members, Specifiers, Consultants, and others etc.
- 1.2 Assist with the update and preparation of SELECT's suite of training courses to ensure they are maintained and up to date with current technical standards.
- 1.3 Provide a high quality of presentation delivery as technical presenter where required at SELECT's preferred training venues and also by virtual classroom technology.
- 1.4 Maintain and increase knowledge of relevant technical standards and legislation which may involve attendance at specific training courses and seminars with follow up study.
- 1.5 Visit Members and carry out technical inspection of work samples provided, issuing technical reports and follow up as necessary.
- 1.6 Arrange and carry out specified inspections of both Members' and non-members work under the terms of the Chargeable Inspection Service.
- 1.7 Provide on-site technical advice as necessary to enable Members to comply with standards and legislation, within the scope of SELECT's Technical Inspection Service.
- 1.8 Arrange and carry out Prospective Member inspections.
- 1.9 Assist in resolving customer/client disputes under the SELECT Compliance Resolution Procedure.

2. Provision of technical services for SELECT through the Director of Technical Services.

- 2.1 Provide technical advice on all matters affecting The Walled Garden and its people.
- 2.2 Contribute as required, to the Technical Services Function's input to the Management Committee and Central Board to ensure all issues are fully communicated.
- 2.3 Participate as required in Branch Updates and Toolbox Talks, and provide content for Technical Update Circulars, Newsletters and CABLEtalk.
- 2.4 Provide other Function Directors with technical support and advice as required.

3. Assisting the Director of Technical Services as required.

- 3.1 Attend Function and other staff meetings and participate in discussion on technical and health and safety issues.
- 3.2 Visit Specifiers etc., to promote SELECT and its Members.
- 3.3 Participate in committee work of national industry organisations and Regulatory and Standard bodies as required to maintain SELECT's knowledge and influence of events. Provide reports for the information of SELECT's Electrotechnical Committee.
- 3.4 Identify implications for Members within draft legislation, consultations and regulations relevant to technical health and safety matters in order to inform Members and influence process.
- 3.5 Maintain a current knowledge of relevant regulations and legislation to assist in other tasks.
- 3.6 Assist in the operation and maintenance of the UKAS Quality Assurance accreditation.

4. To always act according to the staff's shared values and customer service standards.

SELECT has adopted a set of values which applies to every member of staff and defines what we regard as the normal behaviour in our interactions with our colleagues. These are:

- Honesty – Being truthful without any exaggeration.
- Openness – Willingness to listen and share ideas and feelings.
- Consistency – Having stable principles.
- Respect – Treating everyone with dignity, courtesy, equality and fairness.
- Honour – Keeping your word.

Qualifications and Experience Required

Criterion	Essential	Desirable
HNC in Electrical Engineering and professional registration as an Incorporated Engineer (IEng) or Engineering Technician (EngTech)	x	
A minimum experience of 4 years in the electrical industry, including training and safety responsibilities	x	
Able to work as part of a team	x	
Able to communicate with colleagues and Members at all levels of seniority respectfully	x	
Able to assimilate and apply practical and detailed technical information	x	
Patient, understanding and tactful	x	
Able to prepare letters, reports, minutes, technical guidance and training material	x	
Able to deliver technical presentations to a high standard using a variety of methods	x	
Good telephone manner	x	
Good working knowledge of Microsoft Office Applications	x	
Full driving licence	x	
Good working knowledge of relevant Statutory Regulations and Industry Codes of Practice	x	
An up-to-date qualification in BS 7671:2018 (as amended) Requirements for Electrical Installations	x	
Self-motivated, proactive, and willing to accept responsibility	x	
Willingness to continue professional development by attendance at relevant training courses	x	
Ability to prioritise and manage own workload	x	
Ability to maintain high levels of confidentiality	x	
SJIB Grade Card - Technician		x