



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Technical Assistant
Post Number	
Accountable to	Resources and Performance Team Leader
Key leadership relationships	Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.
Work style	This role falls within the Blended Working Policy
Last updated	Jan 2026

Job Description - Principal purpose of job (role summary)

As Technical Assistant you will support the Resources and Performance Team Leader to provide general technical and administrative assistance as directed around compliance and management across Adur Homes housing stock.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role
Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
Live how we work with each other and our customers: • We listen • We say what we think & do what we say • We are inclusive & kind • We are ambitious • We think & act beyond ourselves and our service • We are a team
Promote the service and Councils positively at all times

Role specific Duties and responsibilities
To provide general technical and administrative assistance as directed by the Resources and Performance Team Leader.
To liaise with contractors, arrange repair, servicing etc. of equipment covered by maintenance contracts, including administration and processing of associated documentation, maintenance of contract and schedule records.
To monitor the service contracts, to include updating the database with additions and omissions, variation orders, service dates etc.
To oversee the Asbestos Register monitoring and update the attributes system to include the Asbestos Register.
To oversee the Legionella testing and equipment servicing contracts and maintaining relevant systems and databases to record information.

To compile and maintain lists of selected contractors for such categories of works as are required and deal with associated correspondence.
To assist the Maintenance Surveyors and other team members with the office based side of their inspection works and assess requirements and raise orders as required.
To operate the Council's computer systems and facilities as required.
To process the relevant areas of the council's associated computerised Management Systems
To assist staff in the section as required and provide cover for their absence as directed, including allocated duties in the absence of the Compliance Manager.
To hold administrative meetings with contractors to ensure that maintenance works and service contracts are carried out effectively and on time.
To be responsible for administrative duties including monitoring of contractors, chase-ups, post inspections, cancellation of jobs, preparation, raising and authorisation of Variation Orders for submission to contractors, arrangement of payments and liaising with tenants.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational [Skills and Competencies Framework v1.0](#) and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.

Participative	Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity More detail can be found in the Participation Skills & Competencies.
Adaptive	Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms) Anticipate new challenges & opportunities to be able to adapt to change around you
Resilient	Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other Prioritise the use of resources that helps us be financially and environmentally sustainable
Leadership	Be open to coaching approaches to support others in finding solutions to problems Role model the principles above to inspire others to demonstrate positive behaviours Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others

	Essential	Desirable
Qualifications	GCSE at Grade C or above in English Language and Maths or equivalent, or demonstrable experience working in fields where a good level of English and Maths are required	

Knowledge	Knowledge of maintenance and related services. Proven administration skills. Knowledge of Compliance areas within social housing	
Experience	Experience in a support/administrative role preferably related to housing. Experience of working within a compliance team within social housing	
Communication	Speaks confidently conveying clear messages to a wide range of audiences Conveys written information clearly and accurately to a wide range of recipients	
Relationship Building	Builds positive and productive working relationships with a wide variety of individuals including staff, managers and residents Secures positive outcomes through negotiation with managers and wider teams Works effectively with managers and staff at all levels across the business Builds relationships of trust with stakeholders	
Analytical	Checking of documentation, quotes, inspections, reports.	
Planning/ Organising	Ability to set up, manage and maintain computerised data and document recording systems	
Other requirements	Valuing kindness and compassion in the workplace Acceptance of political restriction Able to travel within the Adur and Worthing Districts	

Job description & Person Specification agreed by:

Post holder (Print name):	
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Signature:	
Date:	