



OFTEC
Foxwood House, Dobbs Lane, Kesgrave, Ipswich, IP5 2QQ

Job Description & Person Specification

1. Job Details

Job Title:	Technical Officer (Office based)
Company:	Oil Firing Technical Association Ltd. (OFTEC)
Version:	Version 1.2, 8 th February 2016
Reports to:	OFTEC Technical Manager
Operational base:	Dobbs Lane, Kesgrave, Ipswich
Hours of work:	Full-time (37.5 hours per week)
Salary Band:	£22k – £25k depending on experience

2. Purpose of the Job

To maintain the provision of technical support to the liquid fuel industry and registration scopes.

3. Scope of Job

- a) Taking direction from the Technical Manager, contribute to maintaining the Oil Firing Technical Association Ltd.'s technical services function relating to the British Isles.
- b) Perform efficiently and effectively procedures and methods of working to benefit the organisation, member companies, registered technicians and other stakeholders.
- c) To provide technical support to:
 - OFTEC members
 - OFTEC registrants
 - All OFTEC departments
 - Industry projects
 - External stakeholders e.g. field officers representing E.A., LABC, etc., consultants, specifiers, merchants, builders, householders, etc.

4. Reporting Structure

The Technical Officer reports to the Technical Manager, who in turn reports to the Technical Director.

5. Key Responsibilities and Accountabilities

- a) Deal with both verbal and written technical enquiries
- b) Assist in the delivery of OFTEC Consultancy Services by performing onsite inspections, investigations and/or the drafting of reports

- c) Assist in closing out consumer technical complaints
- d) Assist in the production of technical information, updates and bulletins
- e) Assist in the production and maintenance of OFTEC technical publications and standards
- f) Assist in the administration and maintenance of equipment/product licences under the OFCERT™ Scheme
- g) Attend meetings as representative of the technical department with internal and external stakeholders, as agreed with the Technical Manager
- h) Compile data and information as requested by the Technical Manager

6. General Activities

- Assist all other OFTEC departments with technical help, as required and agreed with the Technical Manager
- Participate in internal meetings
- Some overnight stays may be required
- Perform other duties by prior agreement as may reasonably be requested by the Technical Manager/Technical Director

7. Person Specification

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| • GCSE's (or equivalent) Maths and English | Essential |
| • Practical knowledge of and "on the tools" experience of working in the oil fired heating & cooking industry | Essential |
| • Minimum of NVQ Level 2 Diploma in Plumbing and Domestic Heating (or equivalent) | Essential |
| • Computer literate | Essential |
| • Keyboard skills | Essential |
| • General administration skills | Essential |
| • Excellent communication skills | Essential |
| • Excellent time management skills | Essential |
| • Report writing skills | Desirable |
| • Research skills | Desirable |
| • Experience of working in the solid fuel industry | Desirable |
| • Experience of working with renewable heat technologies (Solar thermal, heat pump and biomass) | Desirable |
| • Hold OFT10-101, OFT10-102, OFT10-105E & OFT10-600A | Desirable |

Where desirable is indicated – full training will be given upon appointment of the position.