

ROLE DESCRIPTION

Role title	Building Control Business Support Technician		
Directorate	Climate and Place		
Reporting to	Business Support Manager		
Grade	14		
Evaluation ref;	SCU1416	Job Family Ref:-	
Role purpose			
<p>To provide technical support to the statutory and non-statutory functions of the Building Control service.</p> <p>A unique post that requires technical expertise to support a regulatory service that works inside a competitive market.</p> <p>The postholder will provide the service's initial interface to all service users, undertaking a key role in a fee earning service for the organisation. They must be suitably qualified and understand the appropriate legislation and standards.</p>			
Key results area	Accountability		
Corporate Responsibilities	<ul style="list-style-type: none"> • Maintain and support the ongoing monitoring and review of processes, protocols, and practices within the service, to identify opportunities to improve both service provision and development to ensure best practice. • Provide the service's initial interface to service users and elected members, providing effective and technically correct information to ensure the requirements of the application process is met. • Ascertain and understand information provided and have the ability to assess and take the necessary action to ensure the service meets its requirements. • Have a clear understanding of the appropriate legislation to determine when particular application types are needed for the type of works proposed. • Provide a competent and efficient level of customer service to all service users to encourage repeat custom for the organisation. • Prepare and co-ordinate the annual Building Excellence Awards, CPD events and attendance at exhibitions/workshops, some of which will include evenings and weekends and the procurement of marketing materials. • The postholder must be responsible for ensuring they are aware of the on-going changes in the industry and will demonstrate this by undertaking applicable 'continuing professional development' tasks. • Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self 		

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	<p>and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p>
Financial Management	<ul style="list-style-type: none"> • Provide bespoke fee quotes on non-complex projects using guidance from the management team where required. • Reviewing submissions to determine if appropriate fee has been paid. Liaising with the management team and service users to achieve the required outcome. • Carry out accurate assessments of details provided, and review the fee paid to avoid costs being incurred by the service. • Responsible for taking an allocating payments, ensuring an accurate record is maintained to support the Quality Management System – ISO 9001. • Supporting the Business Support Manager in raising purchase orders and generating refund requests with a level of autonomy.
Delivery of Statutory Duties	<ul style="list-style-type: none"> • Assess application submissions and Initial Notices to determine if the legal and statutory details have been provided and are suitable to be processed. Communicate with stakeholders and service users to confirm the statutory needs. • Making critical decisions around the processing and issuing of legal documentation – Adhering to the requirements of the Operational Standards Rules and associated key performance indicators. • Registration of dangerous structure and demolition files, as well as carrying out statutory consultations and issuing legal documentation relevant to them. • Assess unauthorised works to determine if a Building Control application is required, and subsequently generating unauthorised works applications for the surveying team to pursue. • Carrying out statutory consultations in line with the relevant legislation, supporting the service in meeting the requirement under the required standards.
Technical Expertise and Service Delivery	<ul style="list-style-type: none"> • Have the skills and expertise to assess and interpret all new applications for accuracy prior to registration. This requires a high level of technical expertise beyond typical administration to ensure the service is meeting the required KPIs from the Operational Standards Rules set out by the Building Safety Act 2022. They must also be fully abreast of legal requirements of the Building Regulations (as amended) 2023 and other relevant legislation to determine how applications can be progressed. • Implement administrative procedures such as checking plans submitted relating to the fee schedule, checking, coding and collection of fees which includes online payments, advising clients of payment methods and monitoring and raising inspection fee invoices. Working

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	<p>collaboratively with other Local Authority Building Control and other external Partners.</p> <ul style="list-style-type: none"> Working to the high demands of the outlined standards and carrying out the initial stages of application processes to support the Registered Building Inspectors in meeting their targets and requirements.
<p>Qualification/Knowledge/Experience/Skills</p>	
<p>Qualifications and Experience</p> <ul style="list-style-type: none"> Have LABC Level 3 Certificate in Technical Support for Public Service Building Standards (desirable) – <i>Post may be graded for progression once this is achieved.</i> The postholder must have qualifications to a minimum of an A-Level or equivalent standard (essential) <p>Skills and Knowledge</p> <ul style="list-style-type: none"> An understanding of the Building Regulations and other associated Legislation (Desirable) Experience of working in a competitive market and able to demonstrate a high level of customer service skills. Experience of calculating and accepting fees and liaising with customers where necessary. Ability to provide a knowledgeable and effective service to all service users to encourage repeat custom. Ability to provide and disseminate accurately, relevant information to technical colleagues. An awareness of the required key performance indicators set by the Local Authority and the Building Safety Regulator. Experience with Acolaid (or other IDOX based computer systems). Experience of issuing legal documentation as required. 	
<p>Dimensions of role</p>	
<ul style="list-style-type: none"> This is a technical and skilled administrative job providing high-level business support to the Building Control service. The level of qualification, knowledge base and responsibility for this role goes beyond that of a typical administrative role. Please note, the postholder will require a technical qualification as mentioned above, meaning only those qualified can cover all of the required functions of the role. The postholder will play a significant role in contributing to the service and must have an understanding of the importance of maintaining market share in a competitive market, whilst also fulfilling its statutory functions. 	
<p>Competencies / attributes</p>	<ul style="list-style-type: none"> Ability to communicate and build strong working relationships with service users. To be able to push for an efficient and effective service and looking to strive to improve both individually and as a team. To use thoughtful judgement and decision making when being the point of contact for service users.



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	<ul style="list-style-type: none">• Be able to work with autonomy, determine priorities and adapt to service requirements.
Working conditions:	The postholder will be office based (either at the Council Offices or remote working).
Working arrangements:	N/A