

Job Description and Person Specification

Post Title:	Building Control Technical Administrator
Reports to:	Building Control Team Leader
Scale:	3/4
Politically Restricted:	No

Overall Purpose

To provide administrative and technical support and positively contribute in providing and promoting a high quality, cost neutral, accessible, responsive and customer focussed value for money Building Control service.

Key Roles, Tasks and Responsibilities

1. To register incoming building regulation applications and amendments on electronic application processing systems including completion of all relevant screens and fields ensuring consistency of data quality and undertake consultations related these applications in accordance with agreed procedures and legislation. To assist customers who wish to submit a Building Regulations application, taking details over the phone in order to fill in the application form on their behalf if requested.
2. To develop, implement, improve and maintain the IT systems (Uniform, excel and word) for Building Control.
3. To maintain and update the Building Control website in response to the needs of the service, the team and its customers.
4. To process and validate Demolition Notices ensuring all appropriate parties are notified and recover associated costs when charges are payable.
5. To check deposited Building Regulation applications for validation purposes including measuring plans, checking the appropriate fee has been received for the type/amount of work being carried out, obtaining sewer map records if necessary and checking the appropriate type of application has been submitted in accordance with the proximity of sewers. Contacting applicants/agents to request further information/payment where necessary. Input/update all appropriate records and chase up outstanding information/fees for validation where not immediately forthcoming.
6. To monitor the Building Control mailbox, processing new applications, responding to enquiries and ensuring inspection requests are processed in a

timely manner, processing Initial Notices within the 5 day time limit, update and log Competent Person submissions, undertake the function of street naming and numbering within the Partnership and recover associated costs, process and validate Demolition Notices ensuring all appropriate parties are notified and recover associated costs when charges are payable, undertaking the printing and scanning of associated documents/plans and making sure information is saved into the Document Management System and distributed to the appropriate officer.

7. To communicate to both internal and external customers the relevant information about legislation and procedures relating to Building Control.
8. To work with the Partnership Manager and Surveyors on Building Regulation enforcement related cases and maintain the associated records system.
9. To raise and process invoices/purchase orders including the ordering of goods/services for Building Control.
10. To supply documents as requested, receive/accept fees and issue receipts where appropriate.
11. To take a lead role in dealing with all correspondence and general enquiries in relation to Building Control related matters and ensure the workload is distributed and dealt with appropriately and within expected frameworks for timeliness and quality. To distribute the incoming workload into the Building Control service, both electronically and manually, to the surveyors.
12. To collate and process performance data as directed by the Building Control Team Leader.
13. To log reports of dangerous structures and to ensure that an inspection is carried out by a Building Control Officer within 2 hours. To assist the Building Control officer who carries out the inspection by obtaining details of the owner of the dangerous structure if necessary.
14. To assist with any related tasks in marketing the service which may include organising CPD events or Agents Forums for the benefit of our service users, using negotiation and marketing skills to draw in new Building Regulations work, embracing all opportunities to market the service and maximise income whilst undertaking the duties of the role, including the preparation of quotes for Building Control fees and being open to flexibility to keep these competitive with the private sector where possible. This may include face-to-face, telephone and electronic communications.
15. To be flexible in approach to the work of the Building Control Service, undertake any other duties as may be deemed necessary and where

appropriate or when directed to do so by any of the Building Control Management Team. To undertake such other duties that may be assigned to the post by the Building Control Team Leader or Manager.

16. To use own initiative and operate with a 'can do' approach to solving problems before escalating to senior staff.

Post Characteristics

Allowances: None

On call/emergency situations: No

Security/safeguarding checks: None

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

Scale 3&4

Knowledge of Microsoft Office tools (*3,4)

Knowledge of administrative processes including data inputting and generating reports (*3,4)

Scale 4

Knowledge of Building Control Service and Street Naming and numbering principles (*3,4)

Desirable:

Scale 3&4

Knowledge of Regulatory issues specifically Building Regulations, Planning, Health and Safety matters (*3,4)

Scale 3

Knowledge of Street Naming and numbering principles (*3,4)

Experience

Essential:

Scale 3 & 4

Experience of working in a customer services environment

Experience of working within a team

Experience of building good relationships with other departments and key partners to provide a better service to customers

Scale 4

Experience of retrieving data and measuring performance. (*3,4)

Experience in co-ordinating a variety of complex tasks and monitoring several projects simultaneously (*3,4)

Experience of conducting consultation with external and internal partners (*3,4)

Assisting customers in their decision making by providing advice and guidance (*3,4)

Desirable:

Scale 4

Experience of working in a Regulatory Service office environment (*3,4)

Skills/Abilities

Essential:

Scale 3

Demonstrable excellent customer service and delivery skills (*3,4)

Excellent communication skills (*3,4)

Proven IT skills in word, excel databases.

Able to adapt to change, meet deadlines prioritise workloads whilst working with a "Can Do" attitude (*3,4)

Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results (*3,4)

Scale 4

Excellent administrative skills with the ability to take a lead role in the day to day running of a busy Building Control office (*3,4)

A positive and proactive approach to implementing continuous process improvement activity (*3,4)

Desirable:

Scale 3&4

Proven IT skills in Uniform and IDOX (*3,4)

A proven ability to think creatively, problem solve and work on own initiative when required (*3,4)

Qualifications/Training

Essential:

Desirable:

Scale 3&4

A qualification in one of the following areas:

Building construction (*5)

Business/marketing studies (*5)

IT studies (*5)

Any other relevant qualification (*5)

Other

Essential:

Self motivated and flexible when dealing with change (*3,4)

Desirable:

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by:	Building Control Partnership Manager
Latest Version Date:	May 2025
Job Evaluation Ref:	A961