

## Job Details

Job Title:	<b>BUILDING CONTROL SUPPORT OFFICER</b>
Post Number:	POST000068
Directorate:	Environmental and Community Services
Section:	Building Control
Post Grade:	Tier: 5, Grade: C
Responsible to:	Building Control Manager
Responsible for:	N/A

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## Job Purpose

- Provide efficient and effective technical and administrative support to the Building Control Team.
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## Main Responsibilities

- Delivering the technical and administrative processes for all types of building control applications ensuring accurate data input, plotting of sites using the GIS mapping system, generating correspondence, updating the website using the Council's building control software.
- Providing assistance, guidance and advice to customers of the building control service in person, by telephone and by written correspondence.
- Processing site history enquiries, providing historical information regarding domestic and commercial developments to a variety of customers. Providing copies of Completion Notices.
- Logging all correspondence onto the Building Control system and effectively dealing with large volumes of emails received through the generic building control address, responding where appropriate.
- Utilise a wide range of council ICT systems including the Council's financial management system (purchasing/invoicing), Building Control System, GIS/Planweb (mapping system for building control applications) and other systems as required.

- Preparing and reporting on statistical data for building control to the Building Safety Regulator and its partners and responding to Freedom of Information requests.
  - Providing day-to-day administration of the Building Control software to deliver on-going service improvements and efficiencies.
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## **Decision making**

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## **Financial Responsibilities**

- Processing orders and raising invoices using the Council's Financial Management System, in line with financial regulations.
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## **Key Contacts / Relationships**

- Dealing with a wide range of enquiries from internal officers, Councillors, applicants, agents, consultees and members of the public, including complaints.
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## **STANDARD CLAUSES**

### **Health and Safety**

You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties in accordance with the provisions of Health and Safety legislation, Erewash Borough Council's Corporate Health and Safety Policy Statement, associated protocols and health and safety management systems.

You will exercise proper care in handling, operating and safeguarding any equipment, vehicle or appliance provided, used or issued by the Council or provided or issued by a third party for individual or collective use in the performance of your duties.

### **Equality and Diversity**

You will uphold Erewash Borough Council's Equality and Diversity policies and practices in accordance with the Council's policy and Equality Scheme. Erewash Borough Council will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a disabled employee.

### **Training**

You will keep under review your own training and developmental needs and keep yourself informed of current issues and be alert to Erewash Borough Council's and other relevant bodies training programmes and policies. You will be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by your own training needs and the needs of the service.

## **Performance Management**

You will ensure compliance with the Council's employee performance standards and take the appropriate action to address issues that may arise. You will comply with the Council's Data Quality Policy to ensure that all Council information you are responsible for is accurate, complete, up to date and fit for purpose.

## **Confidentiality**

You will comply with and/or ensure compliance with the Council's Data Protection Policies and the Data Protection Act and other relevant legislation. You will ensure that confidentiality is respected and maintained at all times. Where appropriate you will work with computers, new technology and associated systems as required and support staff in its use. You will comply with the regulations as set out in the Council's ICT Information Security Policy.

## **Customer Care**

You will promote and deliver fair and high quality customer care services that are sensitive and responsive to customers and in accordance with Erewash Borough Council's Customer Care and Equality Policies.

## **Environmental**

Erewash Borough Council is committed to protecting the environment and reducing its carbon emissions. It is therefore the responsibility of all employees to minimise their impact on the environment whilst working for the Council.

## **Safeguarding Children and Vulnerable Adults**

All employees and Councillors have a duty of care for the safeguarding of children and vulnerable adults. Any concerns about the behaviour of a member of staff or service users must be reported immediately, in confidence, to a Safeguarding Lead. Posts working directly with children and/or vulnerable adults will be designated to require a Disclosure and Barring Service (DBS) check before appointment and a recheck every 3 years.

## **Other Duties**

This job description sets out the duties and responsibilities of the post at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.

**Produced by:** Building Control Manager

**Date:** May 2024

**Version:** 1.1 – 23 May 2024.

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**Declaration**

I understand and accept the job duties and responsibilities contained in this job description.

Signed..... Dated.....

# PERSON SPECIFICATION

**Job Title:** BUILDING CONTROL SUPPORT OFFICER

**Post Number:** POST000068

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## EXPERIENCE

### Essential Criteria

- Experience of entering complex data on to a Corporate Database system. A,I,T
- Ability to multi-task between different complex processes. A,I,T
- The use of Microsoft Office suite of products. A,I,T
- Ability to utilise a range of ICT systems for the efficient delivery of duties and responsibilities. A,I,T

### Desirable Criteria

- Experience of providing technical and administrative support as part of a team in a building control environment. A,I
  - Local government experience. A,I
  - Experience of processing purchase orders, invoices and payments. A,I
  - Understanding of financial regulations and systems. A,I
  - Working with change. A,I
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## QUALIFICATIONS

### Essential Criteria

- A good standard of general education with evidence of good literacy & numeracy skills. A,D

### Desirable Criteria

- NVQ level 2 or equivalent in Administration or ICT. A,D
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## SKILLS & KNOWLEDGE

### Essential Criteria

- Able to work effectively both within a team and individually. A,I
- Ability to absorb detailed instructions to perform set tasks. A,I
- Ability to work accurately. A,I
- Ability to manage a workload within prescribed timescales. A,I
- Organisational skills. A,I

## **Desirable Criteria**

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## **OTHER REQUIREMENTS**

### **Essential Criteria**

- Willingness to learn and develop new skills. A,I

### **Desirable Criteria**

- Enthusiasm and a willingness to tackle a wide variety of tasks. I
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## **ASSESSMENT KEY:**

A Application | I Interview | T Test | D Documentation

**Version: 1.0 – 24 December 2015**