

**Northumberland County Council
JOB DESCRIPTION**

Post Title:	Building Control & Land Charges Manager	Director/Service/Sector Housing & Planning Service		Office Use
Band: 12		Workplace: Area Office in either North, Southeast or West		JE ref: Z337 HRMS ref:
Responsible to: Director of Housing and Planning		Date: November 2025	Manager Level	
Job Purpose: The postholder is responsible for the management of the Building Control and Land Charges function for the Council and is required to provide effective professional leadership in all matters relating to the Building Act and related Building Regulations, Building Safety Act and all Land Charges legislation to meet the requirements of the Council, Elected Members, the public, employees and external bodies. Deputise for the Director of Housing and Planning when necessary. The postholder will be expected to provide a Building Control and Land Charges Service which is able to compete successfully with private sector providers in a competitive and customer orientated environment. The post holder is responsible for liaising with the Building Safety Regulator, with respect to all aspects of the service including (not limited to) provision of performance data, collection of Building Safety Levy, Service Reviews and any other reasonable requirements. The postholder will lead the provision of a Dangerous Structures response team to deal with incidences on a 24/7 basis. To set budgets, monitor and manage finance and performance of the service, training needs and competency of Registered Building Inspectors. (RBI) To act as a duly authorised officer in accordance with the Planning Service Scheme of Delegations. To contribute to the development of strategies, policies and procedures to make Northumberland a healthy and safe place and to protect and improve the health and quality of life of those who live, visit and work in Northumberland. Post holder will be a Registered Building Inspector Class 2F and Class 4 as minimum level of competency. Ideally Class 3 H who can manage all potential future HRB projects within NCC. To maintain an effective Quality Management System for all aspects of the Building Control Service and to be the responsible officer for all matters of assurance to the Executive Management Team and Cabinet To be responsible for delivering the service with local and statutory targets. To develop, lead and provide a robust corporate assurance in order to meet the new requirement of Building Safety Regulator (BSR) (introduced under the Health and Safety Executive (HSE) to oversee Building Control functions and standards). Postholder will be the lead contact for NCC with the Building Safety Regulator/HSE and provide advice to the Chief Executive on requirements, risks and corporate reputational issues they identify This element of the post has not been historically present, and the post holder will need to reflect BSR requirements in structural, resource and organisational/stakeholder working				
Resources	Staff	To manage and co-ordinate staff within the teams across the Building Control and Land Charges Service as appropriate. Plan and deliver training as necessary to maintain their competency of all Registered Building Inspectors employed by the service. Up to 20 staff.		

		To be responsible for management of performance, appraisals and other HR processes for the entire team.
Financial		Responsibility for allocated building control and land charges budgets, monitoring spends and income. Set and alter charges as appropriate in response to recover the cost of providing a Building Control Service in line with Building (Local Authority Charges) Regulations. To be responsible for managing income of up to £5M in the form of Building Regulations Charges, Land Charges fees, Street Naming and Numbering charges, Building Safety Levy and works in default for Dangerous Structures.
Physical		Shared responsibility for the capture, input and maintain key corporate and statutory information systems.
Clients		Shared responsibility for the general wellbeing and safety of those who use the service and the general public. Assist with the development of procedures and services for public health & safety. Responsibility for working with Building Safety Regulator (BSR) as part of Multi-Disciplinary Team (MDT) when required under Regulation 13 of the Building Safety Act. Responsibility for the general satisfaction of those who use the service and the safety of the general public when in and around buildings. Shared responsibility for the establishment of service policies, procedures and services.

Duties and key result areas:

1. To act as a duly authorised officer in accordance with the Planning Service Scheme of Delegations
2. Effectively manage and monitor performance and finance for the service and lead the Building Control and Land Charges service to ensure that an efficient and effective standard of service is provided consistent with the performance standards adopted for implementation by the Council.
3. Set and agree with the Head of Service / Unit Manager objectives and performance standards to achieve the targets allocated to the service, taking appropriate action to resolve performance issues as necessary and work to ensure that customer requirements and expectations are met.
4. Plan, manage and prioritise building control caseload utilising the resources available within the area team to deliver to performance targets and supervise and guide all staff involved in the provision of the building control service.
5. Recruit and select staff and evaluate staff development needs, conduct staff appraisals and arrange appropriate training and development to ensure continuous professional development in respect of the requirements of the Professional Bodies for BC & LC.
6. Play a full role with the Head of Service / Unit Manager to develop policy and procedures, service planning, deliver strategies and training, promote e-delivery of the service, and market and promote the service to bring the service's business plans and objectives into effect.
7. Undertake investigations and site assessments in response to complaints and in accordance with service standards. Establish the facts and carry out where appropriate any corrective action that may be required, ensuring the matter is satisfactorily resolved.
8. Initiate and maintain effective management and communication systems within the team including managing and overseeing the efficient operation of IT software systems as relating to the Building Control & Land Charges function.
9. Produce management reports and information as necessary to effectively manage performance.
10. Develop operational data or research to inform and assist the business planning process and ensure that all professional and mandatory requirements and targets applicable to the service are met.
11. Manage staff attendance, sickness, disciplinary issues as set out in HR procedures.
12. Train, mentor, guide, develop and support apprentices, trainees and RBIs.
13. Prepare and present Key Performance Indicators (KPI) as required by the BSR under operational standard rules at intervals specified by BSR.
14. Process orders for goods and services and process invoices for payment in accordance with financial procedures and regulations.
15. To interpret and implement service procedures, legal requirements and statutory guidance and other information within the service areas.
16. Preparation and presentation of information on service issues for promotion purposes including material for publication, guidance and advice.
17. Monitor relevant budget headings for the team to ensure effective spend against established targets and compliance with financial regulations and report annually to the Head of Service / Unit Manager on the Building Control Charging Accounts together with recommendations for any corrective actions.
18. Taking responsibility for own caseload of complex developments and projects submitted for Approval supported by junior staff to develop their experience of more complicated caseload.

19. Provide professional advice to applicants or their agents, contractors and third parties involved in the construction process and to the general public, professionals, officers and Members in respect of all duties and requirements of the Building Act 1984, Building Safety Act and other allied legislation.
20. Work collaboratively with internal colleagues and external contacts in order to promote effective partnership arrangements for the delivery of a quality service.
21. Reporting relevant matters to the appropriate Committee and other Member or officer meetings as necessary, to ensure service issues are properly understood and addressed.
22. Serving Notices, initiating enforcement action and instructing the Council's Solicitor to take action through the courts as necessary under the Building Act 1984.
23. Liaise with internal and external consultees as appropriate in legislation matters and to ensure effective liaison with other staff in the service.
24. Co-ordinating street naming and numbering throughout the Area and delegating the process of consultation and notification to the appropriate staff.
25. To co-ordinate the inspection of unsafe buildings and structures and to prepare, issue and enforce Dangerous Building Notices. Authorise such emergency works as are necessary to deal with the immediate problem including closing highways and demolishing buildings and to ensure that the site is secured and danger to the public removed.
26. Maintain and operate a 24/7 response to inspect all alleged dangerous structures.
27. Initiate Court action to enforce dangerous structures notices, building regulations, contraventions, etc. Prepare statements and liaise with Legal Services to attend courts and give evidence.
28. Attend public and other external meetings to represent the Council on service matters as necessary or as directed by the Head of Service
29. Ensure that risk assessments are conducted and that safe and healthy working practices are employed by the service team.

The duties and responsibilities highlighted in this job description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Frequent and regular travel to work sites, premises, area offices or training venues throughout the County.
Working patterns:	Flexi-hours apply with some requirement to attend evening meetings. Also some evening/night, early morning and weekend work occasionally at short notice. Attendance is required to deal with dangerous structures around the clock.
Working conditions:	Outdoor work required in the open in all weathers when necessary

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PERSON SPECIFICATION

Post Title: Building Control & Land Charges	Director/Service/Sector: Housing & Planning Service
Essential	Desirable
Qualifications and Knowledge	
A good standard of general education demonstrating numeracy and literacy. A degree in a relevant subject or equivalent vocational qualification. A relevant professional qualification. E.g. Corporate Membership of RICS or CABE A Registered Building Inspector Class 2F and Class 4 as minimum level of competency and maintain the registration throughout the period of employment. Knowledge of the main operational, procedural and practical issues relating to the BC service. In depth knowledge of Building Act 1984, Building Regulations 2010, Building Safety Act 2022, other relevant regulations, policies, procedures, and developments relating to building control. A thorough and up to date knowledge of organisational policies, practices and procedures together with an understanding of best practice in local government BC Service. ^(OB) Demonstrates an awareness and commitment to proactive customer care and services. Evidence of CPD and on-going personal development to maintain RBI Registration. Outline knowledge of land charges practises and procedures.	A Registered Building Inspector Class 2F or 3 G or H (all levels) and Class 4 as minimum level of competency and maintain the registration throughout the period of employment. Publicity and marketing of customer focussed services A relevant management qualification e.g. MBA, DMS, CMS In depth knowledge of Land Charges legislation
Experience	
Extensive experience at a senior level of building control Recent and relevant supervisory/managerial experience in a relevant service. Experience in applying a range of relevant supervisory and training methods, tools and techniques to motivate and inspire staff. Experience in effective performance management. Experience in working collaboratively with service users. Experience in engaging effectively with others and building productive partnerships. Experience in the practises associated with the land charges process.	Experience in using Microsoft Office and related software applications. Experience in a particular relevant specialist area of BC. Experience in using GIS and BC Software applications
Skills and competencies	
Able to lead a team of professional Surveyors, Inspectors, Engineers and Technical Support staff to deliver a modern building control service. Effective IT skills and able to use ICT to achieve work objectives. Manage change and adapt to change in work requirements. Highly developed negotiation skills and able to persuade others to an alternative point of view. Ability to solve complex problems and demonstrate innovation in problem solving liaising with other professionals where necessary. Ability to accurately research in detail, technical and legal issues for own use and for the benefit of team members. Prepares written material – reports, letters, site notes etc. that are accurate, rational, convincing and coherent. Exchanging orally and in writing complex and contentious information. Can communicate effectively with the public, professionals, construction workers and other stakeholders. Able to carry out staff reviews, monitor performance, sickness and disciplinary matters and take appropriate action where necessary. Able to adapt and implement new technology to deliver service improvements.	Skilled in the use of Microsoft Office, Licensing software packages Developed networking, partnership & advocacy, negotiating & presentation skills. A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Marketing skills

Numerate and able to understand and reason with statistics. Able to understand technical data, building plans and structures in depth. Applies a methodical and analytical approach to problem solving. Remains calm and logical in stressful and difficult situations. Models and encourages high standards of honesty, integrity, openness, and respect for others. Helps create a positive work culture in which diverse, individual contributions and perspectives are valued. Proactive and achievement orientated. Effective organisational skills. Ability to prepare reports in connection with enforcement activities.	
Physical, mental and emotional demands Normally works from a seated position when within the office but with regular need to travel to other work locations and on site. In good physical health able to carry out inspections involving some physical challenge when necessary. Ability to work at heights or in foundations/trenches. Need to maintain general awareness with prolonged periods of enhanced concentration. Extensive contact with public/clients on complex issues. Ability to work under pressure and recognise stress in self and others. Frequent contact with public/members/partners in day-to-day work and conflict resolution. Visual attention for prolonged periods when conducting inspections, driving, during meetings & training. Visual attention and mental concentration for extended periods daily when; for example, reading incoming post; compiling and writing reports; using a PC for data entry or writing; reading and digesting legislation, documents, reports, technical advice; and checking work. Mental demands in balancing and prioritising a number of work activities or cases which may be going on simultaneously and with frequent interruptions from work colleagues, staff, members of the public, businesses and others in the form of face-to-face meetings, telephone calls, emails, personal callers. Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands from government agencies or others. Emotional demands in dealing with individuals in connection with service matters who do not exhibit normal rational behaviour which result in a 'request for service' and are unpredictable or unwilling to accept alternative points of view.	
Other Manage services within the authority and to develop new methods of working to provide the most efficient services possible. Full driving licence Able to undertake evening/night, early morning and/or weekend work occasionally at short notice.	

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits