

JOB DESCRIPTION

Post Title: Technical Support Officer, Building Control & Street Naming and Numbering		Director/Service/Sector Chief Executive's/Fire and Rescue Service/Public Protection Public Protection/Building Control & Land Charges		Office Use
Grade: 5		Workplace: Agile working arrangement, with access to area office locations throughout the County.		JE ref: 2068
Responsible to: Building Control & Land Charges Manager		Date: June 2024	Manager Level: - Not applicable	
Job Purpose: To provide technical and administrative support covering all aspects of the Building Control and Street Naming and Numbering Service. This involves delivering the core functions of: being the first point of contact for internal and external customers and coordinating the day-to-day activity of the team; validating all applications relating to the service, processing the associated fees and charges, and undertaking consultations and initial technical checks; and maintaining the bespoke databases and software systems integral to delivering the service.				
Resources		Staff	<ul style="list-style-type: none"> None 	
		Finance	<ul style="list-style-type: none"> Day to day responsibility for handling, collecting and receipting fee income, Raising invoices, following up outstanding invoices, raising and receipting purchase orders. Contributing to the gathering of circa £1.0m per annum and circa £0.25m of expenditure. 	
		Physical	<ul style="list-style-type: none"> Shared responsibility for the physical resources used by the team including, work-stations, ICT hardware, and equipment used across the service. Capture, input and maintain key corporate and statutory information systems. 	
		Clients	<ul style="list-style-type: none"> Shared responsibility for the general satisfaction of those who use the service. Assist with the application of building control policies, procedures and services. 	
Duties and key result areas:				
<ol style="list-style-type: none"> Undertake the full range of technical support for building control including validation of submissions, data entry, filing, scanning, document management and arranging meetings and taking minutes as necessary. Effectively respond to and deal with written, telephone, electronic and personal service enquiries from members of the public, planning professionals and other interested parties, providing service users with information that satisfies their need. This to be undertaken in accordance with the service's established procedures, legislation and quality standards. Register applications, both electronically and manually, receipt them to ensure all submitted documents satisfy legislative and procedural provisions. Check and validate associated fees following the Schedule of Charges and legislative direction. Verify all necessary documentation accompanying the application, completing electronic and manual application files, scanning of applications, maintaining the Building Regulations Register. Ensure all necessary consultations are progressed within prescribed timescales and responses are recorded in the necessary manner. Carry out initial plan assessment in relation to the provisions of the Building Regulations, these will include, sewer check, presence of ground gas and validity of internet access reports. To include the assessment of the legislative need and execution of consultations for pollution (via the Environment Agency), fire safety (via Northumberland Fire and Rescue Service) and sewage disposal (via Northumbrian Water). 				

5. Prepare and issue Building Regulation Decision Notices. This includes the inputting of information on to the computer system, the production of all appropriate statutory documentation, collating approved plans and issuing the notice to applicants/agents.
6. Assist those officers registered with the Building Standards Regulator to deliver locally and nationally recognised service standards, and their assessments and investigations associated with day-to-day caseload.
7. Maintain appropriate work records relating to the work within the area to the required service standards, in accordance with the principles of data protection and associated confidentiality rules and procedures.
8. Take the lead for the service in all ICT software, testing upgrades, implementing changes to service practice and training team members in the use of new or upgraded software.
9. Act as a point of contact for applicants wishing to contact a surveyor particularly to arrange a site inspection or submission enquiries.
10. Completing Building Control questions on the CON 29 Local Land Charges Searches and dealing with Personal Searches.
11. Administrate the council's Street Naming and Numbering service, applying agreed policy and legislation. This involves handling all fees and the maintenance of records and making amendments as they occur, carrying out decision making and providing advice to clients in relation to policy for both individual and major unit developments.
12. Undertake the management of KPI data collation and create reports for the Building Safety Regulator in line with the provisions and legal requirements of the Building Safety Act
13. Maintaining Building Control electronic management record system, digital archiving and disposal of files as necessary and deal with requests from public for copies of plans/documents including the receipt of handling of appropriate fees.
14. To maintain an effective system of financial control for the team, including fee checking, ordering, invoicing, purchasing and maintenance of financial records, etc, in accordance with the Council's financial regulations and in consultation with the Building Control Manager. This to include debt monitoring and correspondence with suppliers.
15. Administer the post system and electronic inbox, including the assessment, recording, registering and distribution of incoming, internal and outgoing mail.
16. Monitor and maintain adequate supplies of service are stationery, forms, paper, PPE and re-ordering when necessary.
17. Actively apply policies, procedures, strategies and effective communication to bring the service's business plans and objectives into effect.
18. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote delivery of high quality services.
19. Be attentive to the needs of service users, in particular where the vulnerability and behaviour of the individual may cause upset or confrontation.

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 particularly in support of the development management team as required and the grade has been established on this basis.

Work Arrangements

Transport requirements: Working patterns: Working conditions:	Some travel to work sites, premises, area offices or training venues throughout the County. Flexi hours apply. The work is office based.
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PERSON SPECIFICATION

Post Title: Technical Support Officer, Building Control & Street Naming and Numbering	Director/Service/Sector: Chief Executive's/Fire and Rescue Service/Public Protection Public Protection/Building Control & Land Charges	Ref: 2068
Essential	Desirable	Assess by
Knowledge and Qualifications		
<ul style="list-style-type: none"> • NVQ Level 3, or equivalent in Administration. • A good standard of general education demonstrating numeracy and literacy. • Knowledge of the main operational and procedural issues relating to the building control service. • Demonstrates an awareness and commitment to proactive customer care and services. • Comprehensive understanding of Microsoft Office tools. 	<ul style="list-style-type: none"> • Understands the diverse functions of a large complex public sector organisation. 	(a)
Experience		
<ul style="list-style-type: none"> • Recent experience in building control support or recent experience in a business support role, in a relevant context and service • Experience in working on customer centred services. • Experience in using Microsoft Office • Experience in assisting senior colleagues with a view to maintaining procedures service standards • Experience in applying a range of relevant methods, techniques and/or systems, policies and procedures. 	<ul style="list-style-type: none"> • Experience in using GIS and BC Software applications 	(a) (i) (r)
Skills and competencies		
<ul style="list-style-type: none"> • Effective IT skills and able to use ICT to achieve work objectives. • Able to apply own initiative to overcome day-to-day operational problems. • Can communicate effectively with colleagues and service users • Remains calm and logical in stressful and busy situations. • Good numeracy skills. • Highly organised and can adopt a logical and rational approach to prioritizing workloads. • Dependable, reliable and keeps good time. • Helps senior managers create a positive work culture in which diverse, individual contributions and perspectives are valued. 		(i) (a) (p)
Physical, mental and emotional demands		
<ul style="list-style-type: none"> • Normally works from a seated position with some need to walk, bend or carry items. • Visual attention and mental concentration for lengthy periods daily when, for example, reading; incoming post, documents and reports and using a PC for data entry. • Mental demands in balancing and prioritising a number of work activities 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 		(t) (p)

<p>calls, emails, personal callers.</p> <ul style="list-style-type: none"> • Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands implementing changes and ongoing duties. • Need to maintain general awareness with lengthy periods of enhanced concentration. 		
Other		
<ul style="list-style-type: none"> • Dependable, reliable and a good timekeeper. • Displays high standards of honesty, integrity, openness and respect for others. 	<ul style="list-style-type: none"> • Helps managers to create a positive work culture, in which diverse, individual contributions and perspectives are valued. 	<p>(q) (i) (a)</p>

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