

JOB DESCRIPTION

Post Title: Operational Manager – Building Control		Director/Service/Sector: Housing & Planning Planning Service / Building Control		Office Use
Grade: 11		Workplace: Area Office in either South East or West/North		JE ref: Z336 HRMS ref:
Responsible to: Head of Building Control and Land Charges		Date: November 2025	Manager Level	
Job Purpose: The postholder is responsible for the day-to-day management of a designated geographical and organisational area of the Building Control function for the Council and to assist the Building Control Manager in all matters relating to the Building Act, related Building Regulations legislation and the Building Safety Act to meet the requirements of the Council, Elected Members, the public, employees and external bodies. The postholder will be expected to assist in the provision of a Building Control Service which is able to compete successfully with private sector providers in a competitive and customer-orientated environment. Deputise for Head of Building Control. Responsible for the overview of the day-to-day distribution of caseloads for efficient and effective service delivery where operational staff may report to others. Post holder will be a Registered Building Inspector Class 2D to F and Class 4 as minimum level of competencies. Ideally Class 3 H who can manage all potential future HRB projects within NCC. To maintain an effective Quality Management System (QMS) for all aspects of Building Control, and prepare reports on risk and assurance for the Executive Management Team Responsible for ensuring internal audits are carried out under QMS as specified in the policy. To assist in the development of strategies, policies and procedures to make Northumberland a healthy and safe place. To protect and improve the health and quality of life of those who live, visit and work in Northumberland by helping to secure the implementation of policies to meet the aims of the section and the Council’s corporate objectives. To provide operational assurance support during inspection and audits carried out by the Building Safety Regulator (BSR) (introduced under the Health and Safety Executive (HSE) to oversee Building Control functions and standards. This will include the development of a revised business intelligence/data framework for BC				
Resources	Staff	To manage and co-ordinate staff within a designated area of the Building Control Service as appropriate. To have an overview of day-to-day management of resources within all areas.		
	Financial	Shared responsibility for reviewing charges and contributing to the setting of fee levels as part of the budget process for the Building Control Service. Prepare charge quotations for large/complex projects to recover costs in line with CIPFA Guide. Monitor income from Building Regulations Charges and Building Safety Levy amounting up to £4M		
	Physical	Shared responsibility for the capture, input and maintenance of data within 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 the general satisfaction of those who use the service and the safety of the general public when in and around buildings.		
Duties and key result areas: 1. To assist the Building Control Manager in the effective management of the Building Control service to ensure that an efficient and effective standard of service is provided consistently with the performance standards adopted for implementation by the Council. 2. Plan, manage and prioritise building control caseload utilising the resources available to deliver to performance targets and supervise and guide all staff involved in the provision of the building control service.				

3. Assist the Head of Building Control in managing finance, carry out regular monitoring of income and prepare quotations for large/complex developments.
4. Assist the Head of Building Control to develop policy and procedures, 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.
5. Partial 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.
6. 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.
7. Prepare draft responses to complaints, following the complaint management process.
8. 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 function.
9. Produce management reports and information based upon 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.
10. Process orders for goods and services and process invoices for payment in accordance with financial procedures and regulations.
11. To implement service procedures, legal requirements and statutory guidance and other information within the service area.
12. Preparation and presentation of information on service issues for promotion purposes including material for publication, guidance and advice.
13. Carry out staff supervision sessions and appraisals and mManage staff attendance, sickness, disciplinary issues as set out in HR procedures.
14. Train, mentor, guide, develop and support apprentices, trainees and RBIs.
15. 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.
16. 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 and its allied legislation.
17. Work collaboratively with internal colleagues and external contacts in order to promote effective partnership arrangements for the delivery of quality service.
18. Serving Notices, initiating enforcement action and instructing the Council's Solicitor to take action through the courts as necessary under the Building Act 1984.
19. Liaise with internal and external consultees as appropriate in legislation matters and to ensure effective liaison with other staff in the service.
20. Co-ordinating street naming and numbering throughout the Area and delegating the process of consultation and notification to the appropriate staff.
21. 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.
22. 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.
23. Attend public and other external meetings to represent the Council on service matters as necessary or as directed by the Head of Building Control.
24. 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. Postholders 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 requirements 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

Northumberland County Council
PERSON SPECIFICATION

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Essential	Desirable	Assess by
Qualifications and Knowledge		
<p>A good standard of general education demonstrates 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 2D to F (all levels) 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. Detailed 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 the best practice in local government BC Service.</p> <p>Demonstrates an awareness and commitment to proactive customer care and services. Evidence of CPD and ongoing personal development.</p>	<p>A Registered Building Inspector Class 3 G and H (all levels) and Class 4 as desirable level of competency and maintain the registration throughout the period of employment. Publicity and marketing of customer focused services A relevant management qualification e.g. MBA, DMS, CMS In depth knowledge of Land Charges legislation</p>	<p>(a)</p> <p>(a)</p> <p>(a) (i)</p> <p>(i)</p> <p>(i)</p> <p>(a)(i)</p>
Experience		
<p>Significant experience as a Building Control Officer Experience in supervising, managing, coaching, mentoring and guiding less experienced staff. Experience in working collaboratively with service users. 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 engaging effectively with others and building productive partnerships. Experience in using Microsoft Office and related software applications.</p>	<p>Experience in a particular relevant specialist area of BC. Experience in using GIS and BC Software applications Experience in the practices associated with the land charges process. Recent and relevant supervisory experience.</p>	<p>(a)</p> <p>(i)</p> <p>(r)</p>
Skills and competencies		
<p>Effective IT skills and able to use ICT to achieve work objectives. Negotiation skills and able to persuade others to an alternative point of view. Ability to solve complex problems and demonstrate innovation in problem solving</p>	<p>Skilled in the use of Microsoft Office Developed networking, partnership & advocacy, negotiating & presentation skills.</p>	<p>(i)</p> <p>(a)</p>

<p>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. Can communicate effectively with the public, professionals, construction workers and other stakeholders. 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. Capable of adapting and responding to changing technologies and corporate and service delivery requirements</p>	<p>A strong corporate orientation and a commitment to tackling issues in a non-departmental manner. Marketing skills</p>	
<p>Physical, mental and emotional demands</p>		
<p>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 <u>prolonged</u> 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</p>		<p>(t) (p)</p>

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		
To work across the services of the authority and to develop new methods of working to provide the most efficient services possible. Full driving license Able to undertake evening/night, early morning and/or weekend work occasionally at short notice.		(q) (i) (a)

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