

 WOKINGHAM BOROUGH COUNCIL	Job Description		Job Reference
			701381
Job Title	Support Officer		
Service	Place Based Services	Team	Building Control Solutions
Location	Wokingham – Shute End offices		
Reports to	Business Support Manager		
Grade:	Type of position:		Hours per Week:
Grade 5	Full Time		37
<p>This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.</p>			
<u>Service Purpose</u>			
<p>The primary function of Building Control is to advise on the compliance of buildings in relation to the current Building Regulations, so as to ensure the health, safety, welfare and convenience of people using them.</p> <p>Building Control Solutions is a shared service that currently has responsibility for the Boroughs of Wokingham and Windsor & Maidenhead and West Berkshire District. As a self-funded service with a ring fenced budget, the emphasis is to ensure the delivery of a customer focused, efficient service which can compete with Independent Assessors.</p> <p>WBC, WBDC and RBWM currently deal with approximately 6000 applications per year. The focus is to grow and develop a resilient building control service, to attract additional business and increase the market share. The Service also undertakes Building Regulations Enforcement, deals with dangerous structures and other licenses and seeks to develop stronger links through working with other regulatory service to achieve shared goals.</p>			
<u>General Description of the job</u>			
<p>To provide a comprehensive secretarial and/or administrative support service to Building Control in order to support the work of the service area. Acting as the initial contact and support service for customers of the Council's statutory Building Control function, responding to a range of technical, legal and regulatory queries. The provision of an efficient and cost effective support role to the Building Control function as outlined in the policy statement and manuals of the approved Quality Management System conforming to ISO: 9001:2015 standard.</p>			

Organisation Chart

**Building Control Commercial & Operational
Manager**

Business Support Manager

Senior/Support Officers x 5

Main Accountabilities of the post

1	Ensuring the prompt registration of Building Regulation applications in accordance with Service Standards. Including sending relevant acknowledgement letters through the business IT systems. Process all correspondence in relation to Building Control applications in accordance with the Building Control customer Service Standards. Recording all correspondence on the Tascomi, CIVICA and Uniform systems and distribution to Building Control Surveyors.
2	Accounting for all monies received for Building Regulation charges and the sale of documents etc. To perform a range of financial tasks, including; the requisitioning of goods and services, control of petty cash, processing of creditor invoices, preparation of debtor invoices, handling and receipting income, and recording and monitoring for budgetary purposes through the Council's Agresso financial system.
3	The requisitioning of Building Control inspection fee invoices through Tascomi and Agresso financial system.
4	Checking to ensure that Building Regulation charge payments are correct, before registering applications. Calculating and requesting further monies where required.
5	Answering technical enquiries regarding the necessity for Building Regulation Approval for proposed building works. To ensure the effective provision of advice to users of the service in respect of Building Control procedures and processes.
6	Liaising with the Building Control Surveyors to ensure efficient application and site inspection process. Management of surveyor's daily diaries.
7	Dealing with visitors' enquiries both at reception and through telephone calls and emails, requesting copies of documents and also by providing advice on Building Control matters and procedures. Ensuring these are dealt with promptly and in accordance with Service Standards. This involves an understanding of statutory legislation and includes the ability to explain procedures clearly.
8	Dealing with solicitors' Land Charges enquiries and requests from estate agents, vendors/ purchasers and solicitors for historical Building Regulation information on specific properties to ensure that they are dealt with expeditiously and in accordance with very tight deadlines. This may be received either by telephone or in writing/email. This will involve researching archived records to establish information beforehand and replying accordingly.
9	With colleagues in the Support Team, provide cover during office open hours; as the first point of contact with customers during these periods.
10	Provide all secretarial and administrative support to the Building Control Surveyors to ensure work is dealt with in service target response levels.
11	Deal with incoming and outgoing mail in accordance with Council policy and service standards including uploading of application related emails to the Councils DM System. Process all correspondence in relation to Building Control applications in accordance with the Building Control Quality Assurance System process and procedures and customer Service Standards.
12	Identifying and dealing with statutory consultations such as the Fire Officer. Entering all responses from Consulting Engineers onto the Tascomi, CIVICA and Uniform systems and distributing these to the Building Control Surveyors.
13	In conjunction with the Business Support Manager, plan, implement and monitor actions and initiatives to improve the performance of the Support team to ensure its effective and efficient operation.
14	In conjunction with Business Support Manager develop customer orientated initiatives for Building Control Solutions. Involvement in the marketing and promotion of the service to potential customers.
15	To assist in the effective operation of the Building Control system and procedures to ensure that the Council's Building Control Service meets the requirements of its service charter and agreed performance indicators. To ensure service targets are achieved and maintain customer care and service excellence.
16	To produce and format a range of documents, including letters, reports, minutes and presentations, ensuring that they are accurate and well-presented meeting specifications and deadlines.

17	Checking Public Sewer records to ascertain and decide whether any proposed building works will affect a Public Sewer as required by the Building Regulations. The applicant and Thames Water are informed if this is the case. The process includes the use of the Council's GIS system to establish details of the property.
Additional Corporate Responsibilities	
1	High Support, High Challenge: To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	Values Profile: To follow the principles set out in the Employee Values Profile
3	Health and Safety: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
4	Equal Opportunities: To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
5	Safeguarding responsibilities: At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
6	Special Factors: None
<u>Scope</u>	
Resources	Facilities, equipment or systems within overall span of control None
DBS Check required	No

Person Specification

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat value requirements or corporate responsibilities.

Qualifications	Essential	Desirable
<p>Good basic education to GCSE standard including English and Maths</p> <p>Intermediate level IT skills i.e. word, excel; on Microsoft Office and databases</p>	Yes	
– NVQ level 3 in secretarial or financial studies		Yes
A levels or equivalent		Yes
Technical Skills.	Essential	Desirable
<ul style="list-style-type: none"> – Fast, accurate typing skills – Good working knowledge of English grammar – Good numeracy skills – Customer care skills – Excellent customer awareness to deal with difficult customers. – Excellent Customer Service and communications skills – Attention to detail and accuracy – Financial awareness skills – Courteous and pleasant telephone manner – Willingness to learn and to be flexible – A good team member – Able to work with infrequent supervision – Prepared to accept responsibility – Self-motivated – Good organisational skills, with calm, efficient manner – Eagerness to develop others – Commitment to the Council's objectives 	Yes	

Knowledge	Essential	Desirable
<ul style="list-style-type: none"> – Ability to use Email and Outlook and to use a web browser to access information – Ability to use Microsoft Office software 	Yes	
<ul style="list-style-type: none"> – Knowledge of Council services – Knowledge of Tascomi, CIVICA and Uniform software – Knowledge of Agresso financial system – Knowledge of Quality Management Systems and working procedures/ instructions and auditing procedures – Excellent knowledge of Building Control procedures and processes – Familiar with building plans to establish fees paid are correct and a technical knowledge to ensure whether building proposals required Building Regulation Approval – 		Yes
<ul style="list-style-type: none"> – Awareness and appreciation of the competitive issues that Building Control is involved 		Yes
Experience	Essential	Desirable
Administrative work in a busy office environment	Yes	
<ul style="list-style-type: none"> – Ability to work effectively in a busy office with pressures to meet deadlines at short notice – Good interpersonal skills, including with senior staff – An ability to prioritise work and work unsupervised to meet service level targets and performance indicators 	Yes	
<ul style="list-style-type: none"> – Experience of Building Control procedures and processes. – Experience with the use of CIVICA and Uniform databases 		Yes

– Experience of working in a busy public sector service environment where residents and businesses are the clients		
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