

Building Control Technical Support Officer/ Senior Building Control Technical Support Officer

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Job Description

Job Title Building Control Technical Support Officer (RG3-RG4b)/
Senior Building Control Technical Support Officer (RG4m)

Location Civic Offices, Bridge Street, Reading

Grade/Salary Range [RG3 - RG4 \(scp 15-28\)](#)

Service/Directorate Planning, Development and Regulatory Services
Directorate of Environment & Neighbourhood Services

Job Purpose

To provide an effective and efficient technical support to the building control service, in particular with the building control quality management system. To process the registration, administration, validation and monitoring of all building regulation applications, produce reports and documents and to provide the administrative support for statutory building control work. To assist in other duties of the service as and when required.

Designation of Post and Position within Departmental Structure

1. The Building Control Technical Support Officer(s) report to the Senior Building Control Technical Support Officer/Building Control Manager.
2. The Senior Building Control Technical Support Officer directly supervises the Building Control Technical Support Officer that provides technical support to the Building Control service and reports to the Building Control Manager.
3. Technical Support undertakes a full range of activities, including the processing of building regulation applications

Main Duties and Responsibilities

Building Control Technical Support Officer (RG3b, scp 15-18)

1. To be responsible for all aspects of the building regulations applications, inputting onto the computer, produce and edit standard documents, during the process of the applications, through to the decision stage. Including the registration, printing/scanning documents and plans, updating records as applications are processed.
2. To be responsible for the Initial Notice applications, registering, validating and allocating so that they can be checked within 5 working days. To maintain the approved inspectors/initial notice register.

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3. To review the status of the invalid applications every 14 days.
4. Produce standard and non-standard reports.
5. Receive, log and distribute incoming mail, dispatch outgoing mail.
6. Create standard and non-standard letters for correspondence.
7. Provide the administration for records of dangerous structures and demolition applications.
8. Maintain financial records inclusion spreadsheets in relation to the engineering consultant contract and scanning budgets.
9. To take online payments, bank cheque and add payment details to database.
10. Prepare and carry out scanning of files and documents.

Building Control Technical Support Officer (RG3m, scp 19-21)

1. To create, update and maintain paper files and records for full plan applications. Retrieve files in preparation for daily site inspections when required.
2. Monitor stationary and arrange to have new supplies ordered (corporately). Order other supplies required by the building control service.
3. Raise invoices for building inspections via RBC debtors system. Dispatch invoices and reminders and answer queries relating to these invoices. If necessary, obtain information for court proceedings and investigate requests for write off.

Building Control Technical Support Officer (RG4b, scp 21-25)

1. Respond to solicitor's requests for information after searches.
2. Give initial advice and assistance in answering queries (from personal and telephone callers) to RBC customer care policy standards. Maintain a good working knowledge of the requirements of all regulations used in the building control service.
3. Contribute to the induction of new admin staff by explaining daily tasks.
4. Maintain a working knowledge of the roles of others in the admin section to provide cover during absence.
5. Assist in covering the Planning and Building Control Receptions during absences and breaks.
6. Check plans for building over sewers requirements, measuring accuracy and highlight problems to the building control surveyor.
7. Check fees payable on applications, up to the value of £500 (over £500 is double checked by the building control surveyor).

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8. To maintain the building control database by understanding the functions and deal with possible problems.
9. To suggest improvements in the administrative process.
10. To do the banking of all cash/cheques received and complete fees spreadsheet on a daily basis.
11. Monitor the movement board of officers and ring surveyor if not returned 15 minutes after time indicate, as part of our H & S.

Senior Building Control Technical Support Officer (RG4m, scp 26-28)

1. To supervise building control administration by conducting regular 1:1s, set individual work programs and arrange team meetings. Organise work and ensure adequate cover during absences.
2. To carry out yearly appraisal, organise team and work programs.
3. To assist in monitoring customer satisfaction and service delivery within building control.
4. To have complete knowledge of the administrative work in the section including building controls database so to be able to train others.
5. To represent building control at the Health and Safety meetings and implement changes where necessary.

Scope of Job (Budgetary/Resource Control/Impact)

1. May not sign orders.
2. May not appoint or dismiss staff.
3. No direct budgetary responsibilities.
4. Impact on the work of the service to meet service standards.

Senior Building Control Technical Support (additional)

5. Supervision of the technical support team.
6. Contribute to the development of processes and business of the service.
7. Recruitment training.

Special/Other Requirements/Responsibilities of this Post

Level of DBS check required for this post No Check Required

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What other security/safer recruitment clearances are required for this post? (excluding standard identity/work permit/education qualification checks) None

Is this post “politically restricted”? NO

Responsibility for Health & Safety: LEVEL 1 - Building Control Technical Support Officer
LEVEL 2 - Senior Building Control Technical Support Officer

Please specify responsibility for implementing the Council’s risk management strategy as it applies to the service, ensuring risks to service delivery and specific projects or initiatives are recognised and that actions are taken and monitored to mitigate risks identified N/A

Please specify any other Statutory Duties and/or responsibilities of this post not already covered in the “Main Duties & Responsibilities” above None

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Person Specification

Qualifications/Education/Training

Building Control Technical Support Officer

1. Grade “C” GCSE in Math’s and English
2. NVQ Level 2 in Business Administration or equivalent

Senior Building Control Technical Support Officer

1. Grade “C” GCSE in Math’s and English
2. NVQ Level 3 in Business Administration or equivalent

Experience

Building Control Technical Support Officer (RG3-RG4b)

1. Experience of cash or cheque handling.
2. Experience of using database, involving data input and extracting information.
3. Experience of dealing with customer/members of the public face to face and on the telephone.
4. Good working knowledge of Microsoft Office, including Word and Excel.

Senior Building Control Technical Support Officer (RG4m) (All of the above plus)

1. Experience of producing monitoring information
2. Experience of undertaking research
3. Significant knowledge of Building Control activities.
4. Experience of delivering training
5. Experience of managing and supervising staff

Skills, Abilities & Competencies

Building Control Technical Support Officer (RG3-RG4b)

1. Excellent organisational skills
2. Ability to perform mathematical operations (+ - x / % and calculate averages) and check accuracy of results.

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3. Good literacy skills - able to write concise, clear letters on complex subjects and to precise information for reports with correct spelling, punctuation and grammar.
4. Able to read and interpret plans, calculate areas/basic numeracy skills
5. Good working knowledge in using Microsoft and database software, including inputting text and numerical data accurately
6. Ability to work with initiative and minimum supervision.
7. Ability to work as part of a team and contribute to team objectives.
8. Excellent interpersonal skills with a wide range of customers - ability to deal effectively with difficult and demanding customers.
9. Ability to communicate to a wide range of people, both verbally and in writing.
10. Flexibility and ability to prioritize own workload to meet changing deadlines.

Senior Building Control Technical Support Officer (RG4m) (All of the above plus)

1. Ability to organise others into effective team working.
2. Ability to work to service standards, daily, weekly & monthly time targets for the recording of information and for producing computer reports.
3. Proven ability and understanding of communication at all levels.
4. Ability to assess the work of others, give constructive feedback and monitor performance targets.
5. Ability to extract, record and present detailed information accurately and methodically, from a variety of sources (e.g. paper records, computer files)
6. Ability to quickly learn new systems and information.
7. Ability to understand and assess data and make considered decisions.
8. Knowledge of building control and legislation.

Specific Working Requirements

1. A demonstrable understanding of the commitment to RBC's equal opportunity policy and practice.
2. A demonstrable commitment to the Council's sustainability objectives.
3. Progression through the scales is dependent upon availability of work at the higher level and budget provision.

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CAREER GRADE

1. Progression through the scales is dependent upon availability of work at the higher level and budget provision.
2. To assess the ability of the post-holder to qualify for the next grade, meetings with the manager will be used to agree the tasks that will provide the skills or opportunity to qualify for the higher grade and to monitor successful completion of these.
3. Also, in accordance with the Administrative Gateway Criteria.

Career Grade - Building Control Technical/Senior Technical Support Officer(s)

1. This should be read in conjunction with the job description. Progression along the grade is conditional upon attainment of the appropriate skills levels, the sections ability of work at higher level, the capacity to maintain work being done at lower levels and the availability of a budget to provide for advancement.
2. To assess the ability of the post holder to qualify for the next grade, meetings with the manager will be used to agree the tasks which will provide the skills or opportunity to qualify for the higher grade and to monitor successful completion of these by the individuals work programs.

RG3b SCP 15 to SCP 18

3. To meet the minimum requirements of the person specification for the post.

RG3m SCP 19 to SCP 21

4. Demonstrated competence in using the computer systems in use in the sections.
5. Demonstrated ability to organise own work, with guidance on particular problems.
6. Demonstrated ability to cope with a range of tasks that need prioritising and could be complex. (e.g. involving a range of steps or resources).
7. Demonstrated ability to train staff, in particular tailoring advice and guidance to the level of understanding.

RG4b SCP 21 to SCP25

8. Demonstrated ability to supervise staff and carry out 1 to 1s.
9. An ability to manage this workload, only seeking advice from manager on less straightforward problems (not day to day routine).
10. Have demonstrated a good practical knowledge and competence in administration. Ability to give straightforward advice using this knowledge and experience.

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11. Demonstrated ability to evaluate how well systems/procedures are working, identifying causes of problems and solutions, which may involve re working ideas using experience, knowledge and creativity.
12. Demonstrated ability to cope with a range of involved tasks and working to tight deadlines.

RG4m SCP 26 to SCP 28

All the above plus -

13. Have demonstrated a good practical knowledge and competence in administration. Ability to give more than straightforward advice using this knowledge and experience.
14. Demonstrated ability to make recommended changes and improvements.
15. Demonstrated ability to make decisions, which impact within the service, involving judgments between many factors, balancing one against the other.
16. Demonstrated ability to cope with a range of involved tasks, working to tight deadlines and resolving conflicting priorities within an agreed workload.
17. To have written individual and team work programs.