



number one for
service and value



Job Profile Comprising Job Description and Person Specification

Job Description

Job Title: Technical Support Officer	Grade: Scale 5 - Scale 6
Section: Building Control	Directorate: Environment and Community Services
Responsible to following manager: Building Control Team Manager	Responsible for following staff:
Post Number/s: T8455	Last review date: May 2017

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

The primary aim of the Building Control Service is to deliver high quality, robust and transparent services to ensure the Building Control service is recognised as delivering an excellent service for all our customers.



number one for
service and value



Postholder to provide full administrative/technical support to the professional staff in the Building Control team in the fulfilment of the Council's statutory duty relating to the application and enforcement of the Building Regulations 2010.

To input applications to and manage the various expert software systems and databases used by the team.

To be the first point of contact for members of the public and others generally and particularly when Building Control Officers are not available.

Liaising with service areas within the directorate to ensure that work is completed on time and to the standards stated by the Service Level Agreement.

Specific Duties and Responsibilities:

1. To word process to an advanced level and undertake the full range of administrative/technical support for building control including data entry, filing, scanning, uploading, photocopying, faxing, arranging meetings and taking minutes as necessary.
2. To register BC applications, both electronically and manually, to include receipt of the application and fees, ensure all necessary documentation sent to Applicants/Agents, ensure all necessary documentation is enclosed with the application, compilation of electronic and manual application files, scanning of applications, uploading of applications and attachments, ensuring the files are passed to the Building Control Case Officer within the specific deadline.
3. To prepare and issue consultations to Structural Engineers, Fire Brigade and Power Service. To register and upload responses from consultees and pass to the Building Control Case Officer.
4. To prepare and issue Building Regulation Decision Notices in conjunction with Building Control Surveyors. This includes the inputting of information on to the computer system, the printing or electronically sending all appropriate statutory documentation, and issuing the Notice to applicants/agents.
5. To register final inspections and prepare and issue Completion Certificates once full fees have been paid.



number one for
service and value



6. To maintain an effective system of financial control for the team, including fee checking, ordering, invoicing, purchasing, pursuing non-payment of invoices, and maintenance of financial records, banking cheques, etc, in accordance with the Council's financial regulations and in consultation with the Officer Manager.
7. To undertake other daily administrative/technical support operations, including managing the post system, which includes the opening, scanning, uploading, registering and distribution of incoming, internal and out-going mail and monitor and maintain adequate supplies of departmental stationery, forms, paper and re-ordering when necessary.
8. To undertake information gathering, data analysis, etc using ICT systems, update, maintain and collate statistical information and reports, ensuring information is entered consistently, accurately and in line with any statutory requirements, observing data protection and confidentiality rules and procedures. This research to include monitoring customer care feedback. Prepare reports for the Office Manager and the Head of Service.
9. To act as the first point of contact for applicants wishing to contact a BC officer, particularly to arrange a site inspection.
10. To deal effectively with internal and external customer requests for copies of plans/documents including the receipt of handling of appropriate fees.
11. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote delivery of high quality services.
12. To carry out all duties in accordance with service levels, performance targets and statutory deadlines.
13. To undertake project and support work as specified by the Head of Building Control.

Progression criteria to Scale 6

1. To support and mentor Administrative Assistants, including checking the quality of work.
2. To deputise for the Office Manager when the need arises.



number one for
service and value



3. To assist the Office Manager in the improvement of databases and systems to collect and collate statistical data/information, in line with service needs.
4. To assist the Office Manager in the development of effective administrative/technical support processes and systems.

Generic Duties and Responsibilities

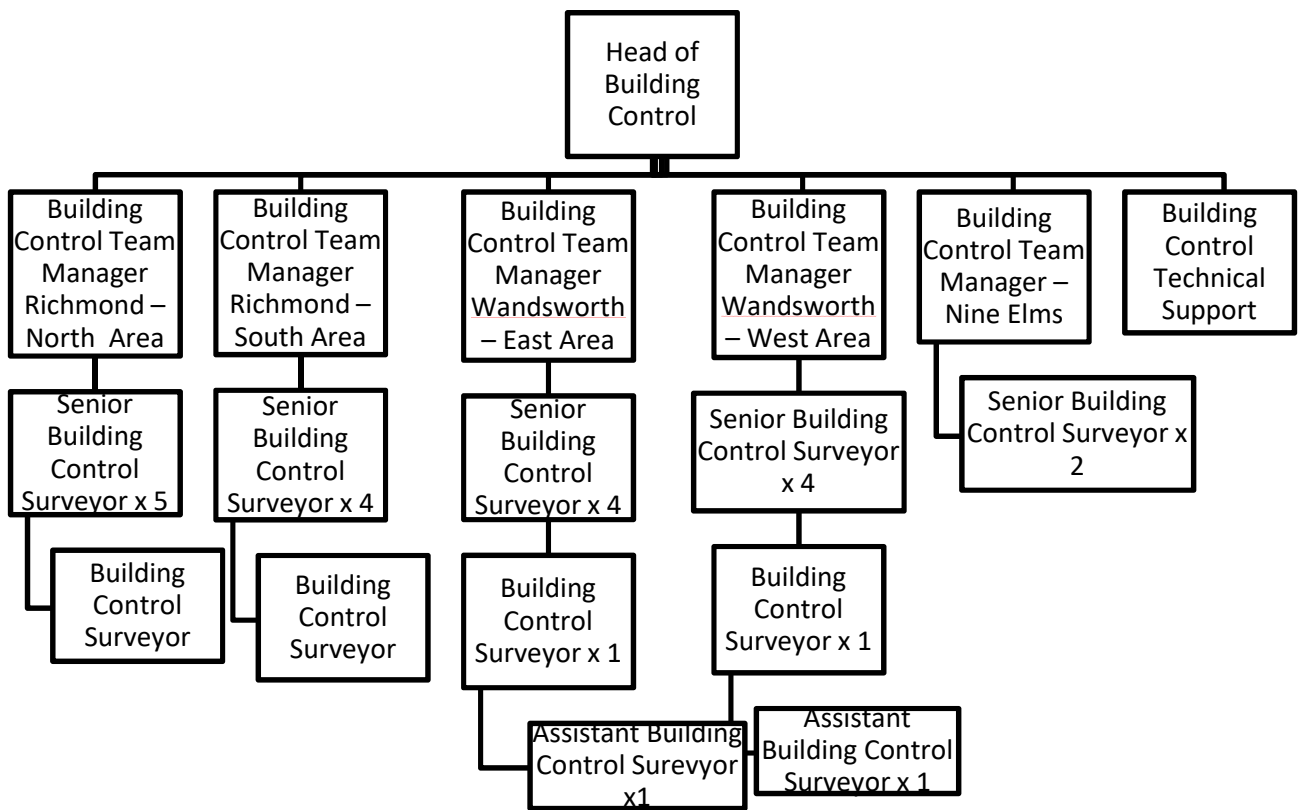
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.



number one for service and value



Current Team Structure





number one for
service and value



Person Specification

Job Title: Technical Support Officer	Grade: Scale 5 - 6
Section: Building Control	Directorate: Environment and Community Services
Responsible to following manager: Building Control Team Manager	Responsible for following staff:
Post Number/s: T8455	Last review date: May 2017

Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Proven working knowledge of the Building Control process.	A
Experience in the use of computer databases and other office software, such as Word, Excel, Outlook etc. with a thorough working knowledge of	I



number one for
service and value



software and document management systems used in the Planning Service and Building Control.	
Experience	
Experience of working in an administrative/technical support capacity at a senior level.	A/I
Experience of developing and maintaining record keeping systems and processes.	A/I
Experience of accurately recording and inputting information within agreed timescales.	I/T
Experience of forming good working relationships with colleagues and customers.	A/I
Experience of effectively supporting, coordinating or delivering projects.	I
Experience of effectively organising and managing own work load under minimal supervision.	I/T
Experience of handling confidential and sensitive information.	I
Experience of collating statistical information.	I/T
Experience of providing support to/mentoring individuals including checking the quality of work.	A/I
Experience of managing workloads and supervising staff.	I
Experience of developing effective administrative processes and systems.	I
Skills	
Ability to communicate clearly and effectively, both orally and in writing, with a wide range of individuals.	A/I/T
Ability to work independently and as an effective team member using own initiative.	A/I
Ability to adapt to changing priorities and deadlines.	A/I
Qualifications	

A – Application Form

I – Interview

T – Test

C – Certificate