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## Job Profile comprising Job Description and Person Specification

### Job Description

|   |   |
|---|---|
| <b>Job Title:</b><br>Building Control Technical Support Officer                               | <b>Grade:</b><br>Scale 5 – Scale 6                        |
| <b>Section:</b><br>Planning and Transport   | <b>Directorate:</b><br>Environment and Community Services |
| <b>Responsible to following manager:</b><br>Senior Building Control Technical Support Officer | <b>Responsible for following staff:</b><br>n/a            |
| <b>Post Number/s:</b>   | <b>Last review date:</b> August 2018                      |

#### 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:**

To provide full administrative / technical support to the professional staff in the Building Control Section in the fulfilment of the Council’s statutory duty relating to the application and enforcement of the Building Regulations 2010, across both Richmond and Wandsworth.



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### **Specific Duties and Responsibilities:**

1. Registers BC applications, both electronically and manually, to include receipt of the application and fees, ensures all necessary documentation is sent to Applicants/Agents, ensures 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.
2. Prepares and issues consultations to Structural Engineers, Fire Brigade and Power Service. Registers and uploads responses from consultees and passes to the Building Control Case Officer.
3. Prepares and issues 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.
4. Registers final inspections and prepares and issues Completion Certificates once full fees have been paid.
5. Undertakes 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.
6. Maintains 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 Senior Building Control Technical Support Officer.
7. Undertakes 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. Undertakes 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,



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observing data protection and confidentiality rules and procedures. This research to include monitoring customer care feedback. Prepares reports for the Office Manager and the Head of Service.

9. Acts as the first point of contact for applicants wishing to contact a BC officer, particularly to arrange a site inspection.
10. Deals effectively with internal and external customer requests for copies of plans/documents including the receipt of handling of appropriate fees.
11. Adopts effective and constructive relationships with colleagues and external contacts, in order to promote delivery of high quality services.
12. Carries out all duties in accordance with service levels, performance targets and statutory deadlines.
13. Undertakes project and support work as specified by the Head of Building Control.

#### **Progression criteria to Scale 6**

1. Supports and mentors junior staff /trainees assigned to the Team, including checking the quality of work produced.
2. Deputises for the Building Control Technical Support Team Leader when the need arises.
3. Assists the Building Control Technical Support Team Leader in the improvement of databases and systems to collect and collate statistical data/information, in line with service needs.
4. Assists the Building Control Technical Support Team Leader 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.



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- 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.

#### **Additional Information**

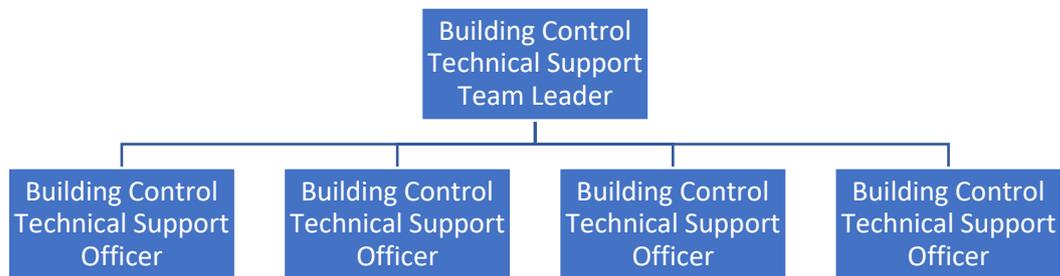
- May be required to work to be flexible to work across both Richmond and Wandsworth.



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**Team structure**



**Person Specification**

|   |   |
|---|---|
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| <b>Responsible to following manager:</b><br>Senior Building Control Technical Support Officer | <b>Responsible for following staff:</b><br>Not applicable |
| <b>Post Number/s:</b>   | <b>Last review date:</b> August 2018                      |

**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:-



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**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) |
|--|---|
| <b>Knowledge</b>   |   |
| Appreciation of the role of local government   | A/I   |
| Working knowledge of developing effective administrative processes and systems                   | A/I   |
| Working knowledge of developing and maintaining record keeping systems and processes             | A/I   |
| Understanding the principals of forming good working relationships with colleagues and customers | A/I   |
| <b>Experience</b>  |   |
| Experience of working in an administrative capacity in a technical environment                   | A/I   |
| Experience of accurately recording and inputting information within agreed timescales            | A/I   |
| Experience of handing confidential and sensitive information                                     | A/I   |
| Experience of collating statistical information  | A/I   |
| Experience of using a wide range of MS Office packages, including Word, Excel and Powerpoint     | A/I   |
| Experience of providing support to / mentoring individuals including checking quality of work    | A/I   |



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|   |     |
|---|-----|
| Experience of effectively organising and managing own workload with minimal supervision                     | A/I |
| <b>Skills</b>   |     |
| Ability to communicate clearly and effectively, both orally and in writing with a wide range of individuals | A/I |
| Ability to demonstrate attention to detail by producing work that is accurate and on time                   | A/I |
| Ability to analyse and interpret data   | A/I |
| Ability to work independently and as an effective team member using own initiative.                         | A/I |

**A – Application form**

**I – Interview**

**T – Test**

**C – Certificate**