

Northumberland County Council

JOB DESCRIPTION

Post Title: Technical Support Officer Building Control		Director/Service/Sector Public Health, Public Protection, Building Control & Land Charges	Office Use
Band: 4	Workplace: Area Office location in North, West or South East Areas		JE ref: 2068 HRMS ref:
Responsible to: Building Control Manager	Date: Jan 2009	Manager Level: -	
Job Purpose: 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			
Resources	Staff	None	
	Finance	Some responsibility for fee validation. Responsible for receiving and processing payments and for raising/processing invoices in a particular area of work. Some responsibility for raising orders. Some responsibility for chasing non payment of invoiced fees	
	Physical	Shared responsibility for the physical resources used by the technical support team including work-stations, IT hardware, and equipment used in admin duties. Capture, input and maintain key building control information relating to the area level. Responsible for the administration, security, and maintenance of software systems.	
	Clients	Shared responsibility for the general satisfaction of those who use the service. Assist with the application of building control policies, procedures and services.	
Duties and key result areas: 1. Undertake the full range of administrative/technical support for building control including data entry, filing, scanning, photocopying, faxing, arranging meetings and taking minutes as necessary. 2. Effectively respond to and deal with routine written, telephone, electronic and personal service enquiries from members of the public, planning and building professionals and other interested parties, providing service users with information that satisfies their need. This to be undertaken in accordance with the service's established procedures and quality standards. 3. Register BC Applications, both electronically and manually, to include receipt of the application and checking and validating necessary fee, ensure all necessary documentation is enclosed with the application, compilation of electronic and manual application files, scanning of applications, maintaining the Building Regulations Register, carrying out sewer checks and ensuring the files are passed to the Building Control Case Officer within the specific deadline. 4. 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 of all appropriate statutory documentation, the stamping of submitted plans and issuing the notice to applicants/agents. 5. Assist professional staff and in accordance with service standards, in, investigations and assessments in connection with caseload. 6. Maintain appropriate work records relating to the work within the area to the required service standards, observing data protection and confidentiality rules and procedures. 7. Act as a point of contact for applicants wishing to contact a BC officer particularly to arrange a site inspection			

8. Completing Building Control questions on the Local land Charges Searches and dealing with Personal Searches.
9. Carry out street naming and numbering procedures under the guidance set by the Building Control Manager.
10. Undertake information gathering, data analysis, etc, using ICT systems, in accordance with service procedures, to assist in the production of timely and accurate management information and statistical returns in relation to building control. This research to include monitoring customer care feedback. Prepare reports for the team manager and the Head of Service
11. Maintaining Building Control filing system, to include regular and timely filing, scanning and digital archiving and disposal of files as necessary and deal with requests from public for copies of plans/documents including the receipt of handling of appropriate fees
12. 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, etc, in accordance with the Council's financial regulations and in consultation with the team manager.
13. Administer the post system, including the opening, scanning, registering and distribution of incoming, internal and out-going mail.
14. Monitor and maintain adequate supplies of departmental stationery, forms, paper and re-ordering when necessary.
15. Actively apply policies, procedures, strategies and effective communication to bring the service's business plans and objectives into effect
16. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote delivery of high quality services.
- 17 Act as System Supervisor for the BC software system (Idox), responsible for User Security, User Roles, Field, Screen and Module Rights, Creation and updating of Document Templates, Spatial Administration, Access Reporting.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post particularly in support of the development management team as required and the grade has been established on this basis.

Work Arrangements

Transport requirements:	The work may occasionally involve working from another area office
Working patterns:	Flexi hours
Working conditions:	The work is office based

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PERSON SPECIFICATION

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Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>A good standard of general education demonstrating numeracy and literacy. Knowledge of the main operational and procedural issues relating to the BC service.</p> <p>Demonstrates an awareness and commitment to proactive customer care and services.</p> <p>Comprehensive understanding of Microsoft Office tools.</p>	<p>NVQ Level 3, or equivalent in Administration.</p> <p>Understands the diverse functions of a large complex public sector organisation.</p>	
Experience		
<p>Recent experience in building control support or recent experience in a business support role, in a relevant context and service</p> <p>Experience in working on customer centred services.</p> <p>Experience in using Microsoft Office</p> <p>Experience in assisting senior colleagues with a view to maintaining procedures service standards</p> <p>Experience in applying a range of relevant methods, techniques and/or systems, policies and procedures.</p>	<p>Experience in using GIS and BC Software applications</p>	
Skills and competencies		
<p>Effective IT skills and able to use ICT to achieve work objectives.</p> <p>Able to apply own initiative to overcome day-to-day operational problems.</p> <p>Can communicate effectively with colleagues and service users</p> <p>Remains calm and logical in stressful and busy situations.</p> <p>Good numeracy skills.</p> <p>Highly organised and can adopt a logical and rational approach to prioritising workloads.</p> <p>Dependable, reliable and keeps good time.</p> <p>Helps senior managers create a positive work culture in which diverse, individual contributions and perspectives are valued.</p>		
Physical, mental and emotional demands		

<p>Normally works from a seated position with some need to walk, bend or carry items.</p> <p>Visual attention and mental concentration for lengthy periods daily when, for example, reading; incoming post, documents and reports and using a PC for data entry.</p> <p>Mental demands in balancing and prioritising a number of work activities 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.</p> <p>Mental demands in balancing and prioritising conflicting work demands arising daily from deadlines, unexpected reactive work, demands implementing changes and ongoing duties.</p> <p>Need to maintain general awareness with lengthy periods of enhanced concentration.</p>		
Other		
<p>Dependable, reliable and a good timekeeper.</p> <p>Displays high standards of honesty, integrity, openness and respect for others.</p>	<p>Helps managers to create a positive work culture, in which diverse, individual contributions and perspectives are valued.</p>	

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