# BUILDING CONTROL TECHNICIAN

## Role Profile

<table>
<thead>
<tr>
<th>Title</th>
<th>Building Control Technician</th>
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<tbody>
<tr>
<td>Grade</td>
<td>GRADE C</td>
</tr>
<tr>
<td>Reference:</td>
<td>N777</td>
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<td>Reports to:</td>
<td>Building Control Technician Supervisor</td>
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<td>Work style Definition</td>
<td>Office based hot-desk/touch down worker</td>
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<td>Job Type:</td>
<td>Customer Facing Worker</td>
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<td>Primary purpose of role</td>
<td>To provide efficient technical, administrative and financial support to the Building Control Team. To deal with day-to-day routine enquiries either face-to-face, in writing or by telephone</td>
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### Role outcomes
- Provide technical support in the processing of Building Regulations and similar applications and compliance work to both officers and members of the public (30%)
- Administer the processing of building regulation applications in accordance with statutory requirements (30%)
- Use mapping systems to plot information needed (10%)
- Assess and calculate appropriate building control fees for applications submitted or through an approved schedule of charges for extended services (10%)
- Respond to enquiries in relation to advice sought for building control processes (10%)
- Marketing activities associated with Building Control (10%)

### Role measures
- Maintaining at least 80% market share of Building Control work in the city
- Building Control performance in relation to other performance targets as outlined in the SP&I Business Plan
- Ensuring safe working is maintained for all areas of work where Building Control is the responsible authority
- Keeping complaints to a minimum and avoiding any being upheld

### Key activities
- Dealing with payments received for Building Regulation applications and other associated fees by checking the accuracy of the payments and
ensuring they are properly processed in accordance with the Council’s financial regulations (20%)
- Inputting data on to the Building Control software systems to ensure applications are properly registered and administrated and other Building Control functions are properly administrated such as Dangerous Structures (40%)
- Undertaking other administrative functions necessary for the Building Control function as directed by the Building Control Technician Supervisor (10%)
- Assisting with Building Control marketing activities as directed by the Building Control Technician Supervisor (10%)
- Responding to telephone and written enquiries from clients and members of the public and directing enquiries to more senior staff as required (20%)
- Carry out other duties appropriate to the grade of the post

### Essential qualifications/knowledge
- GCSEs or equivalent in Maths or English or NVQ 2 in Business Administration
- Knowledge of a range of IT applications that are appropriate for Building Control including Microsoft Office

### Desirable qualifications/knowledge
- Knowledge of Mapping software

### Essential experience
- Experience of providing technical as well as administrative support in Building Control or similar environment
- Experience of Microsoft Office software including Work, Excel, and Access.

### Desirable experience

### Essential skills
- Customer service skills to be able to respond to a range of different customer needs
- Judgement and creative skills to interpret information and situations and solve straightforward problems such as incorrect scaling on plans or straightforward Building Control enquiries
- Ability to process payments, raise orders and issue invoices
- Accurate keyboard skills to input information on to Building Control databases
- Ability to understand plans and to plot information using mapping software
- Ability to maintain confidentiality and work with sensitivity and discretion
- Time management skills to prioritise work appropriately, be punctual and meet deadlines
- Good oral and written communication skills

### Corporate standards
- In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.
- Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council’s constitution and its policies and procedures.
- Work within the requirements of the Council’s Health and Safety policy, performance standards, safe systems of work and procedures.
- Undertake all duties with due regard to the corporate equalities policy and relevant legislation.