



ADDENDUM TO GENERIC: Job specific duties and requirements

Job Title: Administrative, Technical and Support Officer Building Control Grade 3 (Level C)

Job overview: This role will work within the Building Control Operational Delivery Team/s.

Reports to: Senior Admin Technical and Support Officer (Building Control)

Responsible for: (if applicable) N/A

Job requirements

1.	Providing administration support in all areas of the Building Control service, including Street Name and Numbering function and the carrying out of estimating, invoicing and collection of fees. To assist with the maintenance of the LLPG and the provision of accurate Information to discharge Land Charge searches.
2.	Loading new documents onto the bespoke Building Control DMS system
3.	Processing of Competent Person Notifications
4.	Dealing with inspections requests on a daily basis
5.	Dealing with customer enquiries
6.	Provide relevant reports to ensure Surveyors and Corporate Managers are kept fully informed: and that the Councils have met their obligations under the relevant legislation
7.	Answers queries as first point of contact, transferring or signposting the customer to colleagues or external sources of information for help where appropriate. This may be by telephone, e-mail, face to face – or meeting customers in council offices.
8.	Provides excellent customer service.
9.	Deals with more complex queries referred from colleagues.
10.	Inputs information into databases, ensuring its care, accuracy, confidentiality and security.
11.	Uses Microsoft Office or other software to produce documents for others.
12.	Sets up and maintains relatively complex spreadsheets to record and analyse information – producing reports as required.
13.	Liaises with colleagues in other teams or services, or external contacts, in arranging complex meetings or events involving people from different services or external multi-agency.
14.	Contributes to arranging council or other formal meetings – liaising with councillors and/or senior officers and taking minutes.
15.	Monitor budgets within agreed procedures. This could include checking and banking money, issuing receipts, petty cash, processing invoices, maintenance of accounts.
16.	Mentors, advises and trains others and co-ordinates their work.

17.	Works co-operatively with others across teams and services.
18.	Work collaboratively with colleagues supporting appropriate corporate project team working and case project management.
19.	Work collaboratively with internal and external partners to modernise systems and procedures and improve service user and customer care experiences and to promote enhanced levels of self service by customers
20.	Provide support for the co-ordination and monitoring of responses/legislative changes required with all aspects in respect of a. Freedom of Information b. Data Protection c. Equality Impact Assessment d. Formal Complaints
21.	Any other duties of a similar nature which may be required.

Person Specification

Provide any details of specific knowledge and skills, personal attributes or experience, which are required for the job. For example, this might knowledge of particular procedures or legislation.

Knowledge and skills	a) NVQ 3/A level or equivalent knowledge gained through experience. b) Sound knowledge of the service area including back and front office situations in order to field enquiries and answer questions. c) Providing fee charging advice to clients which requires knowledge of the fee charging fee scheme and Street Name and Numbering function d) Ability to analyse and interpret varied situations and problems, and develop solutions to problems / issues. e) Good communication skills to exchange orally or in writing information with a range of audiences. f) Ability to use basic persuasion, negotiation and training skills. g) General keyboard skills h) Knowledge of Microsoft Office products. i) Ability to use transferable skills, and develops new skills as necessary to provide a flexible resource to meet corporate priorities.
Personal attributes	a) Ability to work within procedures, where there is freedom to organise own workload. b) Attention to detail and accuracy for inputting data

	c) The ability to prioritise work effectively and to work under pressure to achieve targets and to meet deadlines. d) Ability to use initiative to respond independently to unexpected problems and situations. e) Ability to work proactively and collaboratively in projects teams from across the services. f) Demonstrates a flexible approach to work in terms of being prepared to pick up work outside of own specialism. g) Willing to use transferable skills, and develops new skills as necessary to provide a flexible resource to meet corporate priorities.
Experience	a) Demonstrable experience within a relevant job role b) Experience of communicating orally or in writing with a range of people, where tact and diplomacy are important.
DBS disclosure required?	No