

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Technical Support Officer Building Control

Building Control Regulatory Services Place Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.



West
Northamptonshire
Council

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

Purpose and impact:

To be an advocate for the West Northamptonshire Building Control Service in providing a professional, effective, and efficient technical support for the registration, validation and processing of all Building Control services, including Street Naming & Numbering applications, and the effective delivery of support to both internal and external customers contacting the service.

Accountable to:

For example: This role is accountable to the Senior Technical Support Officer Building Control. The role sits within Building Control, part of the Place Economy and Environment Directorate in West Northamptonshire Council.

Responsibilities:

1. Prioritising any calls, emails or notifications of Dangerous structures. Action to be completed within 1 hour - data captured to enable notification to be added as a case within the system and Building Control management advised as per procedures
2. Responsible for inputting Building Control data, including fee as required to meet with Building Control Legislation and ensure the relevant and appropriate information is recorded accurately.
3. To receive/register and validate all Building Control Applications, including fee calculations, in accordance with all statutory regulations and within the agreed timescales. This includes Building Notice, Full Plans, Regularisations, Unauthorised Works, Dangerous Structures and all other application types held within the back-office system.
4. Responsible for the checking and issuing of Building Regulation Approval / completion / refusal certificates in accordance with the relevant Building Control legislation and performance standards.
5. Responsible for the raising and issuing of Demolition Notices as required, including conducting and consultations as required by legislation or corporate policies.
6. Follow all processes and procedures with Street Naming Duties, including registering of applications, taking fees, consultations and following all procedures and processes in accordance with agreed policies and relevant legislation. Providing suitable recommendations for the names of new streets/roads where no suitable option has been provided by the developer.
7. The data processing necessary for the issuing of invoices for services (Inspections, dangerous structures, etc.) provided to the public, developers and other Local Authorities within the appropriate performance standards.
8. Maintain both the Councils Approved Inspectors and Competent Persons registers as required to comply with all procedures, processes and legislation.
9. Respond to simple technical and non-technical enquires from current and potential building control customers. Where more complex technical questions are raised by the customer, ensure the correct surveyor is advised to enable the customer to receive the relevant information. Maintaining, at all times, a positive and professional impression of the West Northamptonshire Building Control service.
10. Collect and provide data, as requested, to central government bodies, for example DHULC, in regard to housing data or other data requests specific to Building Control services.

11. Comply with all Data Protection (GDPR), Equal Opportunities, relevant Building Control Legislation and other procedures within the team. Including the redaction of any personal sensitive data as defined by The Information Commissions Office (ICO) for all documents published electronically.
12. Support the Senior Technical Support Officer in systems maintenance and testing as directed.
13. Attending local, regional and national building control events/functions, such as LABC seminars, in order to develop better understanding of issues, processes, legislation, systems or changes to procedures.
14. Assisting and support other departments, members of the public, Council Members and professional bodies with administration and registrations enquiries, escalating to the Senior Technical Support Officer or a relevant Building Control surveyor when required.
15. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
16. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
17. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder. [06]

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Attention to detail, Exceptional data entry skills and checking of information supplied	Essential	A, I, D
Excellent/confident verbal and written communication skills, Ability to communicate professionally to all levels	Essential	A, I, D
Competent IT Skills including MS Office to at least Intermediate level., Can demonstrate proficient use of Outlook, Word, Excel, Adobe & Photoshop	Essential	A, I, D
Good organisational Skills, Ability to manage own time proficiently	Essential	A, I, D
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/T/I

Knowledge:	Essential / Desirable	Measured by
Experience of the GIS (Geographical Information System) such as QGIS and ability to interpret maps and building plans, can plot locations within a GIS system and understand if plans are to scale, include relevant details to enable completion of specific task(s)	Essential	A, I, D
Understanding of GDPR, Data Protection and Freedom of Information (FOI) legislation, can explain the importance of data protection, what within an application may be considered as 'sensitive data' and how the service is required to comply with FOI legislation.	Essential	A, I, D
Knowledge/Experience of 1925 Public Health Act and/or 1847 Town Improvement Clauses Act in relation to the delivery of Street Naming & Numbering (SNN)., Can explain the legislation used to apply SNN to all types of developments.	Desirable	A, I, D
Experience of delivering Street Naming & Numbering services, can describe how the candidate has contributed to the delivery of SNN services in previous/existing roles	Desirable	A, I, D
Understanding of Building Control application Legislation, can explain the purpose of why there is a building control service and its main objectives	Essential	A, I, D
Knowledge and experience of using financial systems (i.e. ERP, Agresso or similar systems), Can raise and process invoices for works completed	Desirable	A, I, D

Relevant experience:	Essential / Desirable	Measured by
Experience and practical knowledge of working in a professional office environment, has worked in an office environment with customer facing responsibilities.	Essential	A, I, D
Experience in a customer focused environment, can describe how the candidate has previously delivered good customer service in current or previous role(s)	Essential	A, I, D
Experience of using MasterGov or other Building Control back-office software, can navigate their way through a building control back-office system to explain what type of application is being processed	Desirable	A, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to GCSE or O level standard, English and Maths	Essential	A, D
Completion (or attaining) LABC Level 3 Certification, Building Control Technical Support	Desirable	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37	Primary work base:	Guildhall
Job family band:	Regulatory and Technical 4	Worker type:	Part-flexible
Salary range:	£26516 - 28013	Budget responsibility:	none
People management responsibility:	None		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.

I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
 - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
 - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
 - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

