



**North
Northamptonshire
Council**

North Northamptonshire Council Job Description and Person Specification

Building Control Technician

Service Area: Regulatory Services
Reports to: Building Control Manager
Salary scale: ENC Grade 4 (subject to assimilation to NNC pay and grade structure)
Responsible for: N/A

Purpose of the job

- To provide administrative and technical support services to ensure a quality back office support service which is efficient, effective and responsive to the needs of both internal and external customers (with specific emphasis on providing technical administration support to the Building Control Service).

Principal responsibilities

1. Ensure a timely and responsive support service to meet customers' needs, both internal and external.
2. Data processing/maintenance, including input into specialist databases/computer packages, spreadsheets, word, outlook etc, and generate/co-ordinate standard correspondence, notices, forms, reports, works orders, documents etc from the same and/or the Council's website.
3. To raise, process and validate accurately the administrative documents, applications, standard quotes and charges, correspondence, notices and certificates of the service and as required under the terms of adopted procedures/policies, performance indicators, statutory requirements, as required.
4. Maintain manual/computer registers, data files, reference materials, contact lists etc.
5. Act as first point of call for enquiries on relevant technical matters relating to Building Control.
6. Assist the Building Control Manager and the Building Control team with the development of guidance notes/brochures and other services systems to provide an effective and efficient administration and clerical services function.

7. Undertake special projects, research and other duties within the capabilities of the post holder as required.
8. Assist with the performance monitoring of administrative activities.
9. Provide the necessary assistance with other duties during periods of holidays/sickness/heavy workloads (both within your team and with other teams as required by the Building Control Manager)
10. Undertake any necessary training, and to train others within the Building Control and Administration Teams, as required/appropriate.
11. Maintain documents and records and instructions relating to a Quality Management System.
12. To provide, as required and as part of a team, efficient and administrative support, including (in no specific order):
 - photocopying
 - mail collation/distribution (incoming and outgoing – both hard copy and electronic)
 - filing/archiving (both manual and computerised records)
 - organising meetings and appointments
 - assisting with the development of best practices within a joint working environment
 - process mapping and preparation of user guides
 - data cleansing of historic records
 - file/document retrieval/management
 - telephone call handling/message taking (receiving and processing back office enquiries from the general public and colleagues)
 - general enquiries/service request handling (receiving and processing enquiries from the general public and colleagues)
 - word-processing to produce letters and reports etc
 - diary management, including booking inspections
 - responsible for calculating and co-ordinating refunds and cancellation fees
 - building control application validation
 - maintain information on the Council's intranet and website
 - scanning and indexing documents
 - maintaining stationery/leaflet stock levels
 - liaise with officers, councillors and members of the public either by telephone or, if appropriate, in reception; obtain/provide information or arrange other action as necessary
 - process committee reports and associated processes/paperwork
 - draft general correspondence
 - computerisation of manual records
 - help co-ordinate large print run/mail out requests/tasks in conjunction with the Print Room, Communications Manager, Post Room etc.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope, and purpose of this job description and which are commensurate with the grade of the post.

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.



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Person Specification

Knowledge, Skills and Behaviours	Essential	Desirable
Knowledge	<p>Good standard of general education including an English and Mathematics qualification.</p> <p>Experience of dealing with customer enquiries over the telephone and face-to-face.</p> <p>Experience of working in an office environment dealing with customers.</p> <p>Experience of inputting information into a specialist database.</p> <p>Basic understanding of the concept of architectural drawings used in construction.</p>	<p>Previous experience of working in a building control or planning office environment.</p> <p>Experience of using an 'IDOX Unlform' database to create records, decision notices and related documents.</p> <p>Familiarity with architects plans/drawings and ordnance survey maps</p> <p>Understanding of Local Government.</p> <p>Understanding and basic knowledge of building regulations/legislation and building control processes.</p> <p>Experience of using a quality management system in a workplace</p>

Skills	<p>Good oral and written communication skills</p> <p>Computer literacy .</p> <p>Good organisational skills plus the ability to meet tight deadlines whilst maintaining attention to detail.</p> <p>Excellent persuasive and negotiation skills.</p> <p>Numeracy and literacy skills.</p>	<p>Ability to read/interpret and scale drawings, maps and plans.</p>
Behaviours	<p>Self motivated.</p> <p>Ability to work with minimal supervision.</p> <p>Ability to work as part of a team.</p> <p>Methodical approach to work.</p> <p>Ability to work well under pressure and within statutory and non-statutory deadlines.</p> <p>Good interpersonal skills.</p> <p>Ability to deal with people at all levels.</p>	