



West Northamptonshire Council

JOB DESCRIPTION

Job title: Senior Technical Support Lead Officer
Grade: Grade 5
Salary: £28,158 - £31,949
Directorate: Place, Economy and Environment
Division: Regulatory Services
Section: Building Control

Responsible to: Building Control Manager
Directly Responsible for: Technical Support Officers
Indirectly Responsible for: None
Total budgetary responsibility: None

JOB PURPOSE

- 1) Manage the Technical Support Officers, responsible for the effective delivery of all the Building Control Application Services.
- 2) Manage the Building Controls IT System(s), ensuring all systems are operational and management information is available, for example KPI's.
- 3) Manage the registration processes for all Building Control Applications.
- 4) Provide an effective customer service for everyone contacting the Building Control Service across West Northants.
- 5) Assist with the budgetary provision for the Technical Support area within the Building Control Team.

- 6) Report and manage performance within the Technical Support area and provide regular updates on progress, issues and resolutions. Provide the Building Control manager with reports for other officers reporting to the Building Control Manager or any Principal Building Control Surveyors on their own teams/officer's performance.
- 7) Manage the delivery of a continuous plan of business process reviews and improvements and assist with these project's implementation.
- 8) Completion of staff appraisals of all officers directly reporting to the post holder.

KEY RESULT AREAS

- Lead, motivate, support and encourage the officers within the Technical Support area.
- Delivery of excellent customer service standards across all areas within the Technical Support area.
- Supporting the delivery of new IT systems, new processes/procedures and revisions to existing processes/procedures that deliver improvements or efficiencies.
- Delivery of all training needs within the Technical Support area and provide training to new officers within other teams in the Building Control services, for example showing new Surveyors how to use the Building Control system(s).
- Effective use of the IT systems and resources.
- Implement effective budgetary control procedures and contribute to the delivery of budgetary reviews.
- Provide effective and efficient technical support for the Building Control service.
- Applications and services processed within the team in accordance with agreed Key Performance Indicators, for example: New applications registered and acknowledged within timescale(s).
- Processing of all Building Control applications in accordance with legislation, within all departmental and legislative timescales.
- Reporting of all Dangerous Structures, as notified to the service as soon as practically possible to ensure minimal risk of injuries or damage.
- Completion of Street Naming & Numbering applications to ensure new developments are correctly addressed in accordance with West Northamptonshire Council policies, Royal Mail policies and all relevant legislation, with notifications issued to all relevant parties as soon as possible upon completion of the application.
- Processing the replacement or repair of street nameplates where required.

- Completion Certificates for all applications signed off by the Building Control Manager, Senior Building Control Officers or Building Control Surveyors are issued within 3 working days after signing off completed within the Building Control system.

PEOPLE AND RESOURCES

The jobholder is responsible for the following people and resources:

- Responsible for line managing of the Technical Support area, including 1:1's and performance management.
- Manage the day-to-day operational services of the Technical Support area.
- Deliver an effective and efficient service in accordance with Service Standards procedure.
- Oversee the collection and reporting of all the Building Control National and Local Performance Indicators to both internal and external stakeholders.
- Management of the Building Control IT systems and equipment.
- Provision of a quality service to all customers including officers in Building Control Teams, the general public, applicants, agents, builders, Statutory Bodies, Partners, Councillors, Contractors and other officers within the Council.
- Responsible for staff training and development of officers within the Technical Support team as well as supporting the training of all officers within the Building Control Service where required.
- Assist the Building Control Manager with the following budgets: IT, Stationery and Staffing within the Technical Support area, including agency staff.

Job-holder's position in relation to their manager, peers and direct reports:

- An effective member of the Building Control Team.

JOB DEMANDS

This job entails the following demands:

- To be responsible for leading the Technical Support area including developing, implementing, and managing area and individual objectives and measures.
- To provide an effective and efficient Building Control Technical Support service (technical & administrative).
- To manage day to day staffing issues including holding regular 1:1's, staff appraisals, training and development, time management etc in accordance with Council policies.

- To review, record and make decisions on all) requests for annual leave, flexi time or other requests for time off within the Technical Support area, while maintaining cover as required within the team/department.
- To manage and prioritise your own and the Technical Support Officer's workload meet all deadlines including the statutory deadlines for determining building regulation applications, the performance standards to ensure that an efficient and effective service is always provided.
- To undertake return to work interviews and set sickness targets for your team in line with the Council's policies.
- To oversee the maintenance of all systems as required including the use of any appropriate IT system within the service.
- Continuously review all team and departmental procedures to identify changes to promote improved levels of service, new income streams, improve efficiencies and/or deliver savings to the department.
- To oversee the deployment of new and/or improved processes as identified in the reviews detailed above.
- To assist the Building Control Manager with approving payments and monitor budget spending within the ERP system for the Building Control Service within the corporate policies set for the post holder. Including orders are raised and goods receipted in accordance with current processes.
- To deal with and co-ordinate Freedom of Information, Data Protection and other similar enquiries and ensure they are dealt with in accordance with corporate standards and deadlines.
- To oversee the update all procedures, processes, and training manuals to ensure compliance with Building Control Legislation and/or general organisational policies.
- To be responsible for being the primary collector of National and Local Performance Indicators for the Building Control Service in accordance with corporate requirements and P2 house building activities, and any other ad-hoc reporting requirements as directly to/by Central Government.
- To provide a professional level of support to the Building Control Manager and assist with the recruitment of Technical Support staff.
- To be responsible for processing of all Building Control income and fees, including coding and balancing of all income.
- To assist the Building Control Manager with monitor fees and charges against Benchmarking and Value for Money indicators and to assist the Building Control Manager in the benchmarking and fee setting processes.
- To ensure that the Building Control webpages on the West Northants website and any legacy webpages are maintained/updated, and that changes to Building Control legislation are updated onto the website in a timely manner.
- To manage the Street Naming and Numbering and street nameplate processes within the Technical Support Team are carried out in accordance with statutory requirements.
- To oversee the audit and update of the GIS (Geographical Information System) in respect of constraints.

- Be an effective member of the Building Control Team.
- To comply with all Data Protection Policies and Legislation (GDPR)
- Manage the information and customer database for the building control service.
- To ensure reasonable care is taken at all times with respect to health, safety and welfare of yourself and other officers within the Technical Support Team to comply with West Northants Council policies and procedures relating to health and safety.
- To undertake any other duties commensurate with the position as designated by the line manager.

PERSON SPECIFICATION	Essential/Desirable?	Methods of Assessment				
KNOWLEDGE	E	D	Application Form	References	Interview	Other
Educated to GCSE or O level standards English and Maths	✓		✓			
2 Years' experience in a Managerial/Supervisory Role	✓		✓		✓	
3 years' experience and practical knowledge of working in a professional office environment	✓		✓		✓	
Project Management qualification such as PRINCE2		✓	✓		✓	
Project Management experience, delivering multiple projects simultaneously		✓	✓		✓	
Ability to Interpret Maps and Plans	✓		✓			✓
2 years' experience in a customer focused environment	✓		✓		✓	
Experience of Building Control application Legislation	✓		✓		✓	
A high-level understanding of all applicable IT systems currently in use within the service or planned to be implemented within the next year, for example, MasterGov.		✓	✓		✓	
Experience of the GIS (Geographical Information System)	✓		✓		✓	
Knowledge and experience of using financial systems (i.e., ERP or similar systems)		✓	✓		✓	
Experience of using an electronic document records management system (i.e., DEF or similar systems)	✓		✓		✓	
Experience in working in a customer orientated environment	✓		✓		✓	
5 years' experience in Local Government or similar organisations	✓		✓			

SKILLS	E	D	D	References	Interview	Other
Excellent verbal and written communication skills	✓		✓		✓	
Competent IT Skills including MS Office to at least Intermediate level.	✓		✓		✓	✓
Good organisational Skills	✓		✓		✓	
Ability to work to deadlines	✓		✓		✓	
Good People Skills	✓		✓		✓	
ATTRIBUTES	E	D	Application Form	References	Interview	Other
Demonstrate awareness of Councils Policies and practices for own job purpose	✓		✓		✓	
Demonstrate awareness of Freedom Of Information and Data Protection requirements	✓		✓		✓	
Ability to work as part of a team	✓		✓		✓	
Self-motivated and determined	✓		✓		✓	
Ability to work on own initiative	✓		✓		✓	

REVIEW AND SIGNATURES

This document will be reviewed from time to time to ensure that it continues to reflect our vision, values and priorities.

Prepared by:	Lee Hunter
Job title:	Building Control Manager
Date:	12 January 2023

Job evaluation date:	
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Name of job holder:	Vacant post
Job holder's signature:	
Date:	