

Job Title	Range <sup>1</sup>	Entry	Development Route	Duties	Level A	Level B	Level C
Scanning Assistant	Range 1	• School leaver with 2 GCSEs Grade 4 or above (including English)	LABC VLE Customer Service	• Scan, index and publish applications and associated documentation.	<p><b>Required for this level (in addition to previous levels if applicable)</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Working towards completion of LABC CPD in Customer Service</li> <li>• Functional Skills</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Enrolment on the LABC VLE Customer Service Essentials series</li> <li>• Enrolment on ishare Microsoft excel</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• An awareness of IT systems and their application</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Functional skills</li> </ul> <p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>• Commitment to selected programme or relevant academic and/or vocational activities.</li> <li>• Commitment to compliance with LABC Code of Conduct and Professional Ethics.</li> </ul>	<p><b>In addition to level 1A</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Basics of Microsoft Excel</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Completion of 50% of the training programme</li> <li>• Demonstrate ability to solve minor problems relating to scanning and indexing</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Knowledge and experience of cells and worksheets in Microsoft Excel.</li> <li>• Knowledge and understanding of building regulation QMS procedures and KPIs.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Strong skills in the use of Microsoft Word, Excel, and Outlook</li> <li>• Understanding the process of team working and the part they play in ensuring objectives are met at this level</li> </ul>	<p>Salary: £22,072</p> <p><b>Required for this level</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• LABC VLE in Customer Service Essentials series</li> <li>• Functionality of Microsoft Excel</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Demonstrate ability to solve problems relating to scanning indexing</li> <li>• Demonstrate ability to match notifications under the competent person scheme</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Ability to scan and index varying information types within the building regulations process.</li> <li>• Ability to provide and manage data within Excel spreadsheets.</li> <li>• Knowledge and understanding of building regulation QMS procedures and KPIs</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to remain calm and think clearly under pressure</li> <li>• Ability to demonstrate an understanding of customer needs and being able to manage their expectations.</li> </ul>

<sup>1</sup> Salaries correct as of financial year 2022/2023

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					<b>Transferable skills / Competencies</b> <ul style="list-style-type: none"> <li>Following Instructions and Procedures</li> <li>Adhering to Principles and Values</li> <li>Working with People</li> </ul>		
Scanning & Indexing Assistant	Range 2	<ul style="list-style-type: none"> <li>School leaver with 2 GCSEs Grade 4 or above (including English)</li> </ul>	Level 3 Business Administration qualification	<ul style="list-style-type: none"> <li>Scan, index and publish applications and associated documentation.</li> <li>General administration duties, I.T. familiarisation</li> <li>Provide administration support to building control as required</li> </ul>	<p><b>Required for this level (in addition to previous levels if applicable)</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>Working towards Level 3 Business Administration qualification</li> <li>Enrolment on the one-year training programme to give the necessary skills and qualifications to develop a good understanding of a business administration role.</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Demonstrate ability to solve problems relating to scanning indexing</li> <li>Demonstrate ability to match notifications under the competent person scheme</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Ability to scan and index varying information types within the building regulations process.</li> <li>Ability to provide and manage data within Excel spreadsheets.</li> <li>Knowledge and understanding of building regulation QMS procedures and KPIs.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>An awareness of IT systems and their application</li> </ul> <p><b>Behaviours</b></p>	<p><b>In addition to level 2A</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>Level 3 Business Administration qualification</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Demonstrate ability to resolve addressing problems under the competent person scheme.</li> <li>Demonstrate the ability to organise the destruction of confidential waste.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Ability to maintain and publish business related material on partnership's social media platform.</li> <li>Able to competently resolve issues and liaise with engineers relating to scanning equipment.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Ability to remain calm and think clearly under pressure</li> <li>Ability to demonstrate an understanding of customer needs and being able to manage their expectations.</li> <li>Training and mentoring of more junior staff.</li> </ul>	<p><b>In addition to level 2A</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>Level 3 Business Administration qualification</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Demonstrate ability to resolve addressing problems under the competent person scheme.</li> <li>Demonstrate the ability to organise the destruction of confidential waste.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Ability to maintain and publish business related material on partnership's social media platform.</li> <li>Able to competently resolve issues and liaise with engineers relating to scanning equipment.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Ability to remain calm and think clearly under pressure</li> <li>Ability to demonstrate an understanding of customer needs and being able to manage their expectations.</li> <li>Training and mentoring of more junior staff.</li> </ul>

Job Title	Range <sup>1</sup>	Entry	Development Route	Duties	Level A	Level B	Level C
					<ul style="list-style-type: none"> <li>Commitment to selected programme or relevant academic and/or vocational activities.</li> <li>Commitment to compliance with LABC Code of Conduct and Professional Ethics.</li> </ul>		
		•			<p><b>Transferable skills / Competencies</b></p> <ul style="list-style-type: none"> <li>Following Instructions and Procedures</li> <li>Adhering to Principles and Values</li> <li>Working with People</li> </ul>		
Technical Assistant	Range 3	<ul style="list-style-type: none"> <li>School leaver with 4 GCSEs Grade 4 or above (including Maths and English)</li> <li>School leaver with 2 A Levels or equivalent in relevant subjects</li> </ul>	ILM Level 2 Award in Effective Team Member Skills	<ul style="list-style-type: none"> <li>Able to competently carry out comprehensive technical, administrative and customer care on delivering the building control and consultancy services.</li> </ul>	<p><b>Required for this level (in addition to previous levels if applicable)</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>Working towards Level 3 in technical support administration (or equivalent)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Demonstrate an understanding of the building regulations and their application to the submission and validation processes.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Able to competently process all types of building regulation applications and production of related correspondence.</li> <li>Demonstrate ability to scan and index all paperwork relating to service delivery.</li> <li>Demonstrate ability to process notifications under the competent person scheme and resolve addressing inaccuracies.</li> </ul> <p><b>Skills</b></p>	<p><b>In addition to level 3A</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>Maintaining CPD through LABC VLE</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Demonstrate ability to assess and take authoritative action in respect of dangerous structures and unauthorised works within the processing procedures.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>A minimum of two years relevant building control administration experience.</li> <li>Provision of comprehensive advice to all types of stakeholders on building regulation procedures.</li> <li>A good understanding of the building control function, its legislative framework, and associated regulations</li> <li>Completion of 50% of the training programme.</li> </ul> <p><b>Skills</b></p>	<p><b>In addition to levels 3B</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>Level 3 in technical support administration (or equivalent)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Demonstrate ability to assess and provide fee advice on non-standard works.</li> <li>Demonstrate understanding of processing and monitoring of dangerous structures within the administration process necessary to ensure public safety.</li> </ul> <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Demonstrate the ability to undertake additional work for the delivery of consultancy services.</li> <li>Demonstrate ability to assess and take authoritative action in respect of progression of unauthorised works and liaising with stakeholders.</li> <li>Level 2 Effective Team Member skills qualification.</li> <li>A minimum of five years relevant building control administration experience.</li> </ul>

Job Title	Range <sup>1</sup>	Entry	Development Route	Duties	Level A	Level B	Level C
					<ul style="list-style-type: none"> <li>Ability to use own initiative as well as be part of a team working within recognised procedures.</li> <li>Ability to develop effective relationships with members of the public, professional agents, elected members, government officials and colleagues.</li> </ul> <p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>Commitment to developing knowledge and skills through continuing professional development.</li> <li>Commitment to acting with integrity, respect and in compliance with the LABC Code of Conduct.</li> <li>Making effective decisions</li> <li>Working as an individual and as part of a team</li> </ul> <p><b>Transferable skills / Competencies</b></p> <ul style="list-style-type: none"> <li>Following instructions and procedures</li> <li>Problem solving</li> <li>Working with people</li> </ul>	<ul style="list-style-type: none"> <li>Training and mentoring of more junior staff</li> <li>Proficient in the use of Microsoft Word, Excel, and Outlook.</li> <li>Ability to remain calm and think clearly under pressure, dealing with different tasks during a period of time.</li> <li>Understanding the process of team working and the part they play in ensuring objectives are met at this level</li> </ul>	<p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Ability to demonstrate a wide understanding of customer needs and being able to manage their expectations.</li> <li>Demonstrable experience of coping well under pressure and difficult situations.</li> <li>Ability to identify and act on own development needs.</li> </ul>
Technical and Administration Manager	Range 4	<ul style="list-style-type: none"> <li>Experience of supervision or management of a team within the building control environment</li> <li>Administration within the building control environment at a senior level</li> </ul>	ILM Level 3 Leadership and Management or equivalent	<ul style="list-style-type: none"> <li>Able to competently supervise the day-to-day management of the technical administration procedures related to the building regulations.</li> </ul>	<p><b>Required for this level (in addition to previous levels if applicable)</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>Have or working towards Level 3 leadership and management qualification (or equivalent)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of the building regulations within the administrative procedures.</li> </ul>	<p><b>In addition to level 4A</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>Maintaining CPD through LABC VLE</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Comprehensive knowledge of the building regulations within the administrative procedures.</li> <li>Excellent knowledge of the building regulations QMS and KPIs.</li> <li>Excellent working knowledge of enforcement and the associated legislation</li> </ul>	<p><b>In addition to levels 4A and 4B</b></p> <p><b>Knowledge, Skills, Experience &amp; Behaviour requirements at this level:</b></p> <p><b>Qualification</b></p> <ul style="list-style-type: none"> <li>Level 3 leadership and management qualification (or equivalent)</li> </ul> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>A strong knowledge and understanding of the council's budgetary systems and financial matters.</li> <li>Excellent understanding of legislation and administrative process of preparing and serving of notices.</li> </ul>

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					<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Ability to liaise and communicate with a broad range of stakeholders.</li> <li>Experience of providing specialist information, advice and guidance on internal policies and procedures relating to finance and interpretation of these in relation to specific circumstances.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Ability to use own initiative as well as be part of a team making frequent decisions and exercising initiative without ready access to more senior officers.</li> <li>Proficient in the use of Microsoft Word, Excel, and Outlook where there is considerable need for precision and speed</li> </ul> <p><b>Behaviours</b></p> <ul style="list-style-type: none"> <li>Commitment to developing knowledge and skills through continuing professional development.</li> <li>Commitment to acting with integrity, respect and in compliance with the LABC Code of Conduct.</li> <li>Making effective decisions</li> <li>Working as an individual and as part of a team</li> </ul> <p><b>Transferable skills / Competencies</b></p> <ul style="list-style-type: none"> <li>Developing Results and setting customer expectations</li> <li>Writing and Reporting</li> <li>Mentoring</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Ability to investigating and responding to complaints and applying appropriate remedies related to the administration procedures.</li> <li>Significant building control experience with working knowledge of legislation.</li> <li>Performance management</li> <li>Ability to deal with significant levels of work-related pressure.</li> <li>Minimum of two years building control management experience.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Excellent interpersonal skills. To be able to resolve difficult and sometimes confrontational situations and impose requirements on unresponsive customers without access to more senior officers.</li> <li>Ability to accurately administer debtors and creditors and control aged debt.</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Ability to analyse and interpret varied and complex information and develop strategies and solutions for the medium and long term.</li> <li>Ability in the handling and resolution of complex complaints.</li> <li>Experience of coping well under extreme pressure and difficult situations, able to identify and act on own development needs.</li> <li>Substantial experience of supervising, co-ordinating or training other employees where required.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>Ability to competently monitoring reporting systems and preparing statistical data.</li> <li>Demonstrate ability to negotiate with customers in cases when non-payment occurs with regards to the building regulations process to reach an appropriate resolution.</li> <li>Minimum of five years relevant experience within building control</li> </ul>