

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

¹ Salaries correct as of financial year 2022/2023

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

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

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

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