

Job Description

Job title	Technical Assistant
Directorate	PLACE: Regeneration, Community and Culture
Team	STG Building Control Partnership
Grade	Range 3
Reports to	Technical and Administration Manager

Main purpose of the job:

To assist in the provision of a comprehensive technical, administrative and customer care service, delivering the building control and consultancy functions within the partnership. Processing and maintaining applications and providing support in the prompt and efficient implementation of all aspects of the building control function which is, carried out in accordance with the Building Act 1984, the Building Safety Act 2022, the Building Regulations 2010, and other allied legislation. Processing applications, production of documentation and liaising with customers to provide a first-class consultancy service within the housing survey and energy environment.

Accountabilities and outcomes:

- To process all types of building regulation applications to ensure that they are a valid submission under the respective legislation in order that appropriate documentation can be issued within statutory time limits.
- Checking deposited building regulation applications for validation purposes including measuring plans, checking appropriate application type and fee received for the type/amount of work being carried out, obtaining sewer map records if necessary and checking the appropriate type of application has been submitted in accordance with the proximity of sewers. Contacting applicants/agents to request further information/payment where necessary. Input/update all appropriate records and chase up outstanding information/fees for validation were not immediately forthcoming.
- To monitor the building control mailboxes, processing new applications, responding to enquiries, and ensuring inspection requests are processed in a timely manner. Communicating with both internal and external customers the relevant information about legislation and procedures relating to building control and assist customers who wish to submit an application.

- To process all requests ensuring the production of correspondence and appropriate decisions can be issued within statutory and procedural time limits.
- Undertake property history searches to supply document as requested, receive/accept fees and issue receipts where appropriate ensuring adherence to UK GDPR legislation and the Building Act 1984.
- To ensure sufficient and appropriate information is retained that adequate records all actions of the building control service that may be used to assist in the enforcement action or in the event of a third-party liability claim.
- To process reports of dangerous structures and to ensure that an inspection is carried out by a building control surveyor within 3 hours of processing the notification. To assist the building control surveyor undertaking the inspection by obtaining location map and owner details.
- Operate with the necessary skills, knowledge, experience, and behaviours required to performing the role against the LABC Code of Conduct and Professional Ethics.
- To assist with any related tasks in marketing the service which may include organising CPD events or agents forums for the benefit of our service users, using negotiation and marketing skills to draw in new building regulations work, embracing all opportunities to market the service and maximise income whilst undertaking the duties of the role, including the preparation of quotes for building control fees and being open to flexibility.
- Provide and maintain adequate and up-to-date detailed records to enable the effective delivery of the building control functions and support the collection of data under the HSE Operational Standards Rules monitoring arrangements.
- To undertake any task required to ensure adherence to the building control services quality management system is maintained in accordance with National ISO Accreditation.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.



To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Technical and Administration Manager.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

The post holder will be required to work anywhere within the STG area.

Working Style:

Hybrid working – a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

The post holder may be based at home and travel to other sites as and when required as part of their duties.

Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to GCSE Grade 4 or above (including Maths and English).
- Educated to 2 A levels or equivalent in relevant subjects.

Level B (in addition)

- To have or working towards a NVQ level 3 in business administration or equivalent.

Level C (in addition)

- Educated to BTec level or substantial relevant experience.
- Minimum of 5 years post experience in building control.

Knowledge

Level A

- Good understanding and ability to use analytical and judgmental or creative and development skills, where there is a need to interpret information or situations and to solve various problems or develop solutions or plans over a short term.
- Good communication skills with the ability to use the most appropriate style and method of communication with people at different levels inside and outside the organisation.
- Understanding and ability to work within recognised procedures which may leave some room for initiative and responding independently to unexpected problems and situations.
- Ability to provide a comprehensive administrative support service, across a range of services and/or individuals.

Level B (in addition)

- Good working knowledge of building control legislation.
- Good understanding of Quality Assurance and KPIs.
- Provide and maintain adequate and up-to-date detailed records to enable the effective delivery of the building control functions and support the collection of data under the HSE Operational Standards Rules monitoring arrangements.
- Demonstrable technical/specialist/policy and procedural knowledge which can be applied across a wide range of activities. Ability to complete a range of complex tasks such as report writing, presentations, detailed assessments, and calculations.

Level C (in addition)

- Understanding and ability to deal with considerable levels of work-related pressure, for example from deadlines, interruptions, or conflicting demands.
 - Demonstrable ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines.
 - Demonstrable ability to process and take authoritative action to monitor dangerous structures and unauthorised works necessary to ensure public safety and adherence to enforcement procedures.
 - Ability to undertake any related tasks to ensure the delivery and objectives of the partnership's consultancy services.
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Experience

Level A

- An awareness of IT systems and their application ideally in a building control function.
- Good knowledge and experience of providing a comprehensive administrative support service across a range of services and/or individuals.

Level B (in addition)

- Some knowledge or experience of working in construction or building control environment.
- Good working knowledge of building control legislation.

Level C (in addition)

- Substantial experience of working within a technical function within a building control environment.
 - Ability to demonstrate the practical and/or procedural knowledge in a specialist area, as well as the ability to turn theoretical knowledge into practical applications, or an equivalent level of organisational, procedural and policy knowledge (this would normally equate to graduate level or the equivalent considerable experience).
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Skills

Level A

- Ability to use own initiative as well as be part of a team.
- Ability to develop effective relationships with members of the public, professional agents, elected members, government officials and colleagues.

Level B (in addition)

- Proficient in the use of Microsoft Word, Excel, and Outlook.
- Ability to remain calm and think clearly under pressure, dealing with several tasks during a period of time.
- Understanding the process of team working and the part they play in ensuring objectives are met.

Level C (in addition)

- 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, able to identify and act on own development needs.
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Behaviours

Level A

- 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