

Job Description and Person Specification Profile

Job Title:	Technical Support Officer
Job ID	I53
Service	Planning Services – Building Control/Planning
Grade	Grade D
Reporting to	Business Support Manager

The Role

This role is to provide professional technical support to predominantly assist with the delivery of an effective and efficient, customer-focused Building Control service. As a Technical Support Officer, you will deliver technical and administrative support to the Building Control service to ensure that the Building Regulations are complied with across the borough. The role will also require, when directed, the provision of technical support to the Planning, Planning Policy, Planning Enforcement and Land Charges teams.

Main Duties and Responsibilities include:

- To register and validate Building Regulations applications, ensuring all submitted documents satisfy the legislative requirements. This includes data entry to the corporate systems (Idox), fee clarification to ensure compliance with the schedule of fees and charges, document management and all associated works.
- To prepare and issue relevant consultations in relation to the Building Regulations. These checks will include sewer check and presence of ground gas. Issue any consultations as may be required, including sewer consultation, fire service consultation and structural engineering consultation.
- Respond effectively and within the service standards to enquiries relating to Building Regulations by telephone and in writing. This includes the management of the service specific email inbox.
- To prepare and issue Building Regulation Decision Notices in conjunction with Building Control Surveyors. This will include the inputting to the computer systems and production of all appropriate statutory documentation
- To accurately book, accept and acknowledge requests for site inspections in a timely manner, ensuring all relevant information is available to the building control surveying team.
- To prepare and issue Completion Certificates following satisfactory completion of a project, under the instruction of the building control surveying team
- To maintain an effective system of financial control for the team, including fee checking, invoicing, pursuing non-payment of invoices, and maintenance of financial records, banking cheques, etc, in accordance with the Council's financial regulations and in consultation with the Business Support Manager.

- Assist those officers registered with the Building Standards Regulator to deliver locally and nationally recognised service standards, and their assessments and investigations associated with day-today caseload.
- To carry out weekly office and telephone rota duties including processing of post both incoming and outgoing, interrogation of microfiche records, answering service related telephone enquiries and production of planning site notices.
- Ensure any reports of Dangerous structures are actioned immediately, ensuring all relevant data is captured to enable notification to be added as a case within the system and Building Control surveyors are notified promptly. This will also involve further investigative works to assist the building control surveying team.
- Responsible for the raising and issuing of Demolition Notices as required, including conducting any consultations as required by legislation or corporate policies
- To ensure all statutory registers and service related information/data (including spatial data) are accurate and in accordance with data protection.
- Support with the collation of KPI data and create reports for the Building Safety Regulator in line with the provisions and legal requirements of the Building Safety Act
- Maintain the general email correspondence received by the section in a timely and professional manner.
- Completing Building Control questions on the CON 29 Local Land Charges Searches and dealing with Personal Searches
- To carry out such other duties as may be directed by the Head of Planning.
- To comply with Health and Safety legislation and the Council's policies
- Maintain appropriate work records relating to the work within the area to the required service standards, in accordance with the principles of data protection and associated confidentiality rules and procedures.
- To comply with the Council's policies and regulations.
- The duties may vary from time to time without changing the nature of the post or the level of responsibility, and the post holder will also be required to carry out any other duties appropriate to the grading of the post to support the wider Planning Service.

About You

Your essential qualifications

- Achieving at least 5 GCSE qualifications, including Maths and English

Your essential skills, knowledge and experience

- Have a proven working knowledge of a building control environment.
- Understanding of Building Control application Legislation, can explain the purpose of why there is a building control service and its main objectives
- Experience of working with systems and ICT to process applications
- Attention to detail, exceptional data entry skills and checking of information supplied
- Experience of working as part of a small, dedicated team that successfully addresses challenging issues and deadlines
- The ability to effectively and efficiently manage work and meet competing deadlines and priorities
- Excellent communication and interpersonal skills including the ability to clearly and accurately convey information both verbally and in writing.
- Excellent organisational skills
- Excellent IT skills with advanced knowledge of Microsoft Word, Excel and PowerPoint and ability to use GIS to store, retrieve and analyse data.
- Confidence and ability to apply IT skills in an innovative manner in order to secure solutions to defined problems.
- Demonstrate high levels of care, accuracy, confidentiality and/or security when handling information.
- Ability to provide support and assistance to range of customers, sometimes in challenging situations
- Ability to fulfil all spoken aspects of the role with confidence through the medium of English

If you have the following experience or qualifications – then that's great!

- Completion (or attaining) LABC Level 3 Certification, Building Control Technical Support
- Experience of Project Management

- Working knowledge of Planning and Building Control IT solutions (preferably Idox) and electronic document management systems.
- Understanding of the roles of elected Members

Our employees' skills, experience and knowledge are essential to our success along with their happiness, commitment, enthusiasm and motivation to be the best they can be.

What can you expect from us?

- A fair salary and benefits
- Opportunities for good health and wellbeing
- Help you to grow, develop and to do your best
- Enable you to be creative and innovative
- Fully involve you in changes that affect you and your work
- Listen, and act on your ideas and feedback

Working together, we are proud to work for Tameside

Our **STRIVE** values underpin our practice and behaviours and are at the heart of everything that we do:

