

MALDON DISTRICT COUNCIL

Princes Road
Maldon
Essex CM9 5DL

www.maldon.gov.uk



Technical Support Officer Building Control (SD2319)



Job Title	Technical Support Officer (Building Control) (D SCP 13-16)
Service Area	Place, Planning & Growth
Grade	D
Job Reference	SD2319

Reporting to	Responsible for
Building Control Team Manager	None

Team Purpose
To provide a range of timely and effective guidance, ensuring compliance, good practice, risk management and enabling the Council to deliver for its customers seeking or interacting with Building Control services.

Role Purpose
Working on a professional and integrated case management basis, the postholder will respond to and seek to resolve Building Control requests from external customers using technical knowledge, business rules, statutory guidance, systems, processes and following workflows in place. The postholder must ensure attention to detail, accuracy and excellent customer focus to deliver high standards of service and seek to resolve cases as quickly and efficiently as possible. The postholder will promote self-service where appropriate and ensure detailed and accurate records are kept using the appropriate corporate technology systems. The postholder will develop the range of skills, knowledge and in some instances, qualifications, required to undertake the role. The teams will, at all times, ensure a professional, inclusive and helpful approach to customers.

Key Accountabilities
• Assist the efficient, effective and consistent processing and resolution of Building Control queries, identifying and meeting customer needs and ensuring the sharing and dissemination of best practice. • Assist with the understanding of customer need and enabling a speedier, simpler, more responsive customer journey contributing to the continuous improvement in the delivery of the Council's outcomes and ensuring high levels of internal customer satisfaction. • Access and accurately update all relevant information systems, both customer and back office ensuring that the master customer record is updated and maintained through verification and validation, and in accordance with Data Protection principles.



- Supporting customer self-serve and spotting opportunities for the Council to initiate further enabling and self-serve.
- Manage non-complex customer issues effectively and understand when to consult with the Building Control Surveyors and Building Control Manager.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- To support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- To provide support for the escalation of service issues.
- Assist with knowledge sharing across services.

Ways of Working	
Collaborative working	Demonstrate self-awareness and an understanding of the values of others to build effective working relationships. Develop and maintain relationships with both internal and external customers, interacting through multiple channels. Work collaboratively with colleagues to improve customer service, highlight opportunities for empowering customers further and participate in multi departmental project teams.
Customer Service	Playing a leading role in championing the customer and a customer focussed approach to service delivery. Resolve customer requests professionally, effectively, and efficiently. Provide sound guidance and advice and ensure adherence to legislation and regulation. Develop and maintain good working relationships with customers, interacting through multiple channels. Develop and implement plans to facilitate customer engagement. Proactively market the benefits of digital and self-service channels to all customers, taking forward customer enabling opportunities. Supporting customer self-serve by observing peaks or trends in interaction types and spotting opportunities to initiate further enabling and self-serve processes. This could involve championing own ideas, participating in multi departmental teams or project teams.
Supporting corporate projects	Contribute to the Corporate Plan development and the development of associated plans and policies.



Ways of Working	
	Deliver agreed objectives and services associated with the Corporate Plan. Provide input to service specific projects. Input to and implement strategies, policies, service and financial plans, to ensure statutory and corporate targets are met and provide best value for the council. Provide input into the corporate strategy, policy and programmes as required.
Performance	Ensuring a focus on team performance. Working towards achieving the KPIs set by the Building Control Team Manager.
Budget management	Ensure the service budget is managed in accordance with legislation, Council policy and good practice, enabling best value for money for the Council.

Person Specification

Qualifications
Good standard of education with a minimum of 5 GCSEs or equivalent experience. Evidence of Continuous and Professional Development (CPD).

Knowledge, Skills, Ability, and Experience
Knowledge • In-depth understanding of the Building Control function and an understanding of the relevant legislation and regulations applied to the function. • Depending on the level and nature of the work undertaken some post holders may be required to hold technical/specific qualifications. • Processing reports, responding to information requests, having a deep knowledge of the data required.



Knowledge, Skills, Ability, and Experience

Experience

- Some experience of working in a customer focused, service delivery role and good admin skills.
- Working efficiently, professionally, paying attention to detail and following workflows when processing enquiries.
- Effective management of enquiries, assessing risk, identifying potential fraud and working on more complex enquiries in conjunction with Building Control Surveyors. Ensure outcomes meet legislative and professional standards.
- Manage customer interactions promptly and effectively, establishing the nature of the enquiry and then taking action or referring to another team where appropriate. Knowing when to consult with or pass enquiries to Building Control Surveyors.

Skills and ability

- Proven ability to analyse and respond to requests and understanding of when to escalate enquiries.
- Proven ability to be accurate, detailed and professional in approach to work.
- Proven ability to deliver high standards and good customer service.
- Strong ICT skills and proven ability to learn new systems quickly.

Special Requirements

Emergency Planning	A requirement of this role will be to attend emergency planning training. The role holder will be required to support the Council's emergency planning response.
Election Duties	This post will, on occasion and with reasonable notice, be expected to assist with election duties as required and this will include working unsociable hours.
Political Restrictions	This role is not politically restricted.
Disclosure Barring Scheme	This role does not require a DBS.



Standard Terms	1. To comply with appropriate legislation, service and council policies. 2. All employees have responsibility under the Health and Safety at Work, etc. Act 1974. These responsibilities are laid out in the council's health and safety policy and procedures. 3. To support and be committed to the council's policy on safeguarding and promoting the welfare of vulnerable groups including, young children and adults and expects all staff and volunteers to share this commitment. 4. To support the council's equalities and diversity policies. 5. To operate within the council's IT policies and data protection rules and regulations. 6. To operate within the council's financial regulations. 7. Manage budgets and resources ensuring that they are deployed effectively with robust internal controls and compliance with relevant regulations, policies and guidelines. 8. To participate in internal committees and departmental working parties to ensure continuous improvement as required. 9. Any other reasonable duties as may be required from time to time
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Competency Framework

Central to the delivery of the role are the council's values and behaviours and all employees are expected to work within the council's Competency Framework. These are shared by all employees and applied to everything we do. The points for each competency are shown below:

Maldon behaviours [competencies]:	
Core Competencies - All Workforce	
Communicating	Expressing information in the best way and timescales that ensure clarity and understanding and responding in the most appropriate manner.
Managing and Leading People	Providing direction and support to those we work with to ensure service excellence.
Customer Focus	Taking into account customer needs, striving to meet them and providing the best service to our customers and colleagues.
Planning and Managing Work	Planning and managing work to meet individual, team and service objectives whilst achieving quality and value for money.
Analysis and Problem Solving	Assessing and interpreting information in order to support work activities, identify issues and aid problem solving.
Initiative and Decision Making	Taking the right action, based on what we know and being responsible for what happens.



Developing Self	Committed to developing own skills, knowledge and abilities to enhance capability.
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All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the postholder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with health and safety policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.

Signed (Job Holder):		Date:
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