**Job Description**

**Building Control Technical Support Assistant**

**Level: 4**

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| **Responsible To:**  | **Responsible For:** |
| Building Control Technical Support Officer  | NA  |

**About the job:**

As a Building Control Technical Support Assistant, you will deliver technical and administrative support to the building control service to ensure that the Building Regulations are complied with across the boroughs.

**Role:**

Providing technical and administrative support to the Building Control team including the management of correspondence and arranging meetings and inspections.

To receive and process a range of Building Control Applications.

To ensure correct payments are taken and processed for fee-charging work.

To process Initial Notices from Approved Inspections.

To register and advise surveyors of dangerous structures and notices of intended demolition.

Support the effective management of records, correspondence and other documents across the service

**Responsibilities:**

**Team:**

* You will work with your colleagues to prioritise team objectives over individual objectives.
* You will support and respect your colleagues at all times**.**
* You will work together to share knowledge and experiences to improve your service.
* You will participate in development activities as required.

**Corporate:**

* You will carry out your duties and responsibilities in line with the Health & Safety Policy and associated legislation.
* You will actively engage with customer care, value for money and performance management.
* Your duties will be carried out in line with our equality scheme.
* You will be compliant at all times with GDPR and data protection legislation.
* You will constructively participate in communication and promotional activities.

**Organisational:**

* You will be prepared to take on responsibilities and projects that may be outside of your normal work area but are relevant to your role.
* You will support an inclusive culture which provides opportunities for everyone to participate and progress.
* You will support effective relationships across all Directorates, with stakeholders and external partners to ensure the Council’s priorities and objectives are met.
* You will positively promote and represent the Council at all times.

**What the successful candidate will have:**

**Qualifications**

* A relevant qualification or equivalent experience
* Evidence of continued professional development

**Experience**

* Experience of providing administrative support to a team.
* Experience of working with relevant business/ document management systems.

**Knowledge**

* Knowledge of building control requirements and different types of documentation.

**Skills & Abilities**

* Ability to process a range of building control applications and notices with support from the Technical Support Officer if required.
* Excellent communication skills with the ability to communicate technical information to a range of audiences
* Strong customer service skills, with the ability to provide a high level of customer service to a range of clients
* Excellent attention to detail
* Time management skills with the ability to prioritise workload effectively
* Numerical skills with the ability to check and process payments.

**You will play a key part in our organisational culture:**

**FORWARD THINKING** – Plans and prioritises effectively deciding what to do and what not to do

**RESPECT** – Is visible and approachable with colleagues

**PROFESSIONAL** – Demonstrates an awareness of the political context in which decisions are made

**PRIDE** – Creates a positive and upbeat culture amongst colleagues

**ONE TEAM, ONE COUNCIL** – Builds effective relationships outside their immediate team