

Designation:	Business Support Officer (Building Control)
Grade:	Stroud 3
Hours:	37 hours
Location:	Ebley Mill
Job Purpose:	To provide business support to the Building Control service
Responsible to:	Senior Business Support Officer
Responsible for:	No supervisory responsibilities

KEY DUTIES

- Allocation of work and day to day supervision of staff within the building control service in the absence of the Senior Business Support Officer.
- Financial management in the absence of the Senior Business Support Officer:
 - Weekly reconciliation of fee income.
 - Raising purchase orders and invoices
- Case creation, registering applications
- Check fees and charges and contact customers to take payment
- Inputting electronic data, scanning, ldoxing, including applications, notifications, and competent persons.
- Process correspondence and documents into building control systems
- Handling enquiries either by telephone, email or face to face.
- Record site inspection requests in accordance with procedures.
- Office administration including ordering materials/services, photocopying and filing.
- Be flexible to take on other appropriate duties when required.

SKILLS AND KNOWLEDGE

- Excellent written and verbal communication skills
- Excellent IT skills, including use of MS Office software and Document Management systems
- Ability to manage own time and workload
- Flexibility in approach
- Good team worker
- Ability to research and problem solve
- Excellent Customer Service skills.

COMPLEXITY AND CREATIVITY

- Respond promptly and politely to queries and complaints
- Fostering a culture of excellence, collaboration and positive enthusiasm within the team.
- Diplomacy
- An appreciation of the legislation relevant to the processes
- The ability to show initiative and identify improvements to administrative practices.

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to Senior Business Support Officer

CONTACTS

- Members of the Council
- Members and staff of other Local Authorities/Partner Agencies
- Suppliers
- Members of the Public
- Building Control Customers: Applicants, Agents and Builders

RESOURCES

- Responsible for the taking and processing building control payments

TRAVEL DESIGNATION

- HMRC mileage rates apply

GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and

Management System.

- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.