

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

## **KEY DUTIES**

- Allocation of work and day to day supervision of staff within the building control service in the absence of the Team Leader – Building Control.
- Financial management in the absence of the Team Leader - Building Control:
  - 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 Team Leader – Building Control.

## **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.*