

Designation:	Business Support Assistant (Building Control)
Grade:	Stroud Grade 2
Hours:	29.5 hours per week
Location:	Ebley Mill
Job Purpose:	To provide business support to the Building Control service
Responsible to:	Team Leader – Building Control
Responsible for:	No supervisory responsibilities

KEY DUTIES

- Inputting electronic data, scanning, ldoxing, including applications, notifications, and competent persons.
- Check fees and charges and contact customers to take payment
- Case creation, registering applications
- Process correspondence and documents into building control systems
- Office administration including ordering materials/services, photocopying and filing.
- Handling enquiries either by telephone, email or face to face.
- Record site inspection requests in accordance with procedures
- Be flexible to take on other appropriate duties when required.

SKILLS AND KNOWLEDGE

- Excellent written, numerical and verbal communication skills
- Understanding of administrative processes and systems
- Excellent IT skills, including use of MS Office software and Document Management systems
- Ability to manage own time and workload
- 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

JUDGEMENT AND DECISIONS

Routine decisions on aspects of work with all other decisions being referred to 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

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.