Apprentice Building Control Surveyor (Technician)

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<th>Department</th>
<th>Building Control</th>
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<tr>
<td>Pay Grade</td>
<td>G4 – 6 SCP 15 - 29</td>
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<td>Responsible to</td>
<td>Building Control Team Manager</td>
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**Role Purpose**

The post holder will assist the Technical Support Team and Building Control Surveyors to ensure building work is undertaken in compliance with relevant standards.

To provide administration of Building Regulation applications ensuring that work meets the required statutory legislation, performance targets and Quality Management systems.

**Reporting Structure**
Role Specific Responsibilities / Accountabilities

- To assist the Building Control Technical Support Team in all matters relating to the registration of applications, the scanning of plans, checking of fees, making up of application files and provision of “back office” support.
- To obtain practical knowledge of the work of Building Control Surveyors by assisting in the processing of Building and other applications, providing advice (both verbally and in letter form) and undertaking negotiations with applicants, their agents and the general public.
- To provide advice to applicants, agents and developers and others on building control and enforcement matters and to process enquiries and applications.
- To undertake site inspections (initially under supervision) to ascertain compliance with the Building Regulations and maintain accurate records of inspections undertaken.
- To undertake plan examinations on minor schemes (initially being mentored).
- To provide information and give guidance to members of the public on general enquiries and duties.
- To provide guidance on matters of general Building Control policy and legislative frameworks, with particular regard to issues pertaining to ‘permitted development’
- To keep up-to-date with future changes in the scope of Building Regulation work with a view to providing a consolidated framework for improving building standards and practices in the area.
- To work towards obtaining a relevant qualification in Building Control and accreditation by a professional body.
- Assist the Support Team and Business Development Leader with customer focused activities, such as promotions and seminars.
- To follow the guidelines and principles of the Council’s Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.
- To carry out such other duties that may reasonably be required.

Employee Generic Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the council developing good working relationships to promote the interests and reputation of the council to build a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the council’s District Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the council's constitution.
- Proactively seek opportunities to continuously improve ways of working and council services by evaluating activities to enhance performance.
- Promote equality, diversity, access to services and tackling discrimination both within and outside the council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
• Follow the council’s safeguarding procedures and promote the welfare of children, young people and vulnerable adults across council services.
• Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to the council’s operations.
• Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
• The Returning Officer in this constituency is responsible for the election process. There is an expectation that council employees will, as reasonably requested to do so, assist the returning officer in election processes.
• In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

• An understanding of construction related matters and working in an office environment.
• Ability to deliver a good customer service experience at a variety of levels.
• Able to communicate with a range of people from different backgrounds, including ethnic, social and professional, both verbally and in writing
• A customer focused approach to service provision.
• Ability to deal effectively with difficult situations or customers.
• Able to work within a team
• Competent IT user - able to learn and use different packages and systems.
• Good organisational and time management skills
• Ability to identify problems and to use own initiative to find solutions.
• HND/HNC or Level 3 Apprenticeship in a construction related discipline or three A-levels at grade C or higher (or equivalent).
• GCSE Grade C/4 or above in English Language and Maths, or equivalent
• Must have a current UK driving licence and the ability to travel throughout the District

Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

• Deliver a high standard of customer service
• Develop effective customer relationships
• Improve customer service to meet local needs and aspirations

Achieving Excellence

• Strive to be excellent
• Deliver increasing efficiency / effectiveness
• Use tax payers’ money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

• Work collaboratively together as one team
• Invest in own performance and career and support colleagues
• Work creatively and responsibly