

JOB SUMMARY

Post Title	Trainee Building Control Technical Administrator						
Job Family	<i>Business Support</i>	Pay Range	3	Line Manager to others?	No	Role profile ref	BS03
Service Area	Building Control / Planning Services						
Line Manager	<i>Building Control Manager</i>						
Location	<i>Seaclose Offices</i>						

Job Purpose: To provide administrative and technical support to the Building Control team.

Job Context

(key outputs of team / role to provide some specific examples of role profile accountabilities)

1. Register applications working to strict deadlines.
2. Receive payment for fees and maintain and reconcile financial databases.
3. Maintain databases, run reports and compile data for management.
4. Provide general administrative support.
5. Deal with enquiries from a wide range of customers, including building professionals, solicitors and the general public.
6. Deal with land search enquiries, working to strict timescales.
7. Book and coordinate Surveyor Site Inspections.

Knowledge, Skills and Experience

Role Profile requirements.	Job specific examples.	Essential	Desirable
Understanding of how to deal with customers appropriately	<ul style="list-style-type: none"> • Receive and respond appropriately and effectively to enquiries from internal and external customers. 	E	
Good verbal and written communication skills	<ul style="list-style-type: none"> • Excellent written and verbal communication skills required in order to respond to enquiries from a wide range of customers. • Able to guide customers and service users through the Building Control process. 	E	
Working knowledge of relevant processes and systems	<ul style="list-style-type: none"> • Accuracy is essential in registering applications and maintaining databases. • Good numeracy skills are required to reconcile financial databases. • Assessing fees • Handling cash/ money transactions. • Maintain Records and documents, accurate data entry and interrogation of systems/ databases 	E	
Knowledge of the service provided in own area.	<ul style="list-style-type: none"> • General appreciation of the Building Control system and associated legislation. 	E	

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	<ul style="list-style-type: none"> General appreciation of statutory responsibilities relating to Building Control and service delivery. 		
Numerate and accurate with attention to detail	<ul style="list-style-type: none"> Strict deadlines must be adhered to in order to meet legal requirements. Self-motivated to plan and prioritise work activity 	E	
Good ICT skills including Microsoft applications.	<ul style="list-style-type: none"> Proficient in the use of Microsoft applications, such as Word and Excel and ability to quickly adapt to the use of specialist software used within the service area. 	E	
Qualifications			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Educated to GCSE level or higher	Minimum GCSE at Grade C (New Grade 4) or above in 4 subjects including English and Maths.	E	
Level 2 in Business Administration or equivalent (including a requirement to work towards this level) or able to demonstrate equivalent experience	Certificate in Technical Support for Public Service Building Standards		D
Other Requirements			
May require relevant certifications including evidence of fluency in English language.			
Organisation Structure (optional)			