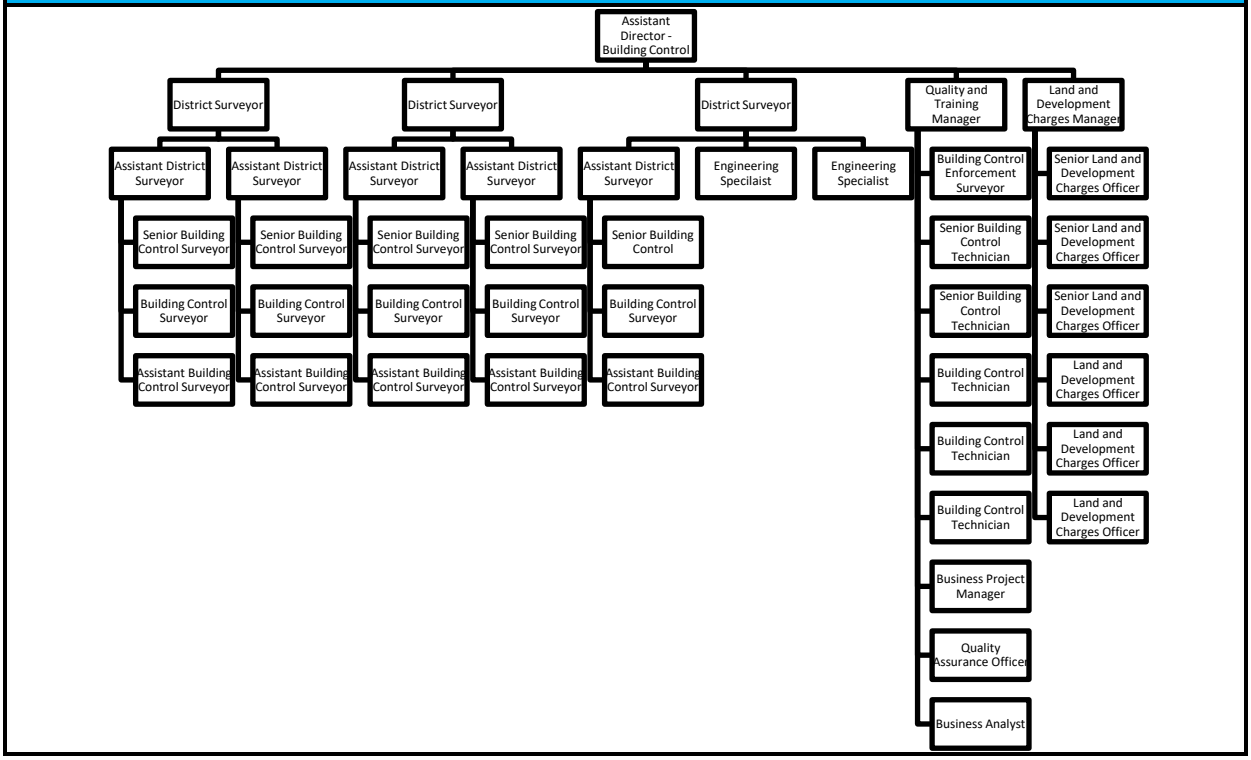
JOB DESCRIPTION

Job Title	Building Control Technician
Department	Planning and Place
Section or Service	Building Control and Land Charges
Grade	Grade E

DESIGNATION:

Responsible to:	Quality and Training Manager
Employees directly supervised *(if applicable)*:	N/A
Family Tree	



THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA

1. JOB PURPOSE:

- Undertake the administrative activities of the Building Control Authority, ensuring that all applications, notices and certification are managed in accordance with statutory requirements and the quality management system under ISO 9001.
- Ensure that all applicable charges and payments in relation to building control applications are issued.
- Ensure Building Control provide a professional service to customers and members of the public through operating the building control main telephone number and email during office working hours.

2. DESCRIPTION OF DUTIES:

The main duties for this role include: -

- Ensure that all applications, notices and certification received by the Building Control Authority are managed in accordance with the quality management system under ISO 9001 and meets the Operational Standard Rules (OSRs) requirements of the Building Safety Regulator.
- Ensure that all payments and charges for building control applications have been issued, including the setting up of phased payments arrangements on major applications.
- Ensure the main telephone number and email address for building control is maintained during office working hours, with a professional service provided in answering customer enquiries or when dealing with members of the public.
- Validate all building control applications received, ensuring all required technical information has been received and is in accordance with statutory requirements and internal processes and procedures as set out in the quality management system.
- Validate all notices, certificates and notifications received from Registered Building Control Approvers and Competent Person Schemes, ensuring that documentation meets statutory requirements for acceptance onto the Building Control Statutory Register.
- Process all notifications from statutory bodies and the Building Safety Regulator in accordance with the quality management system.
- Ensure relevant corporate requirements regarding Health and Safety are met by the department.
- Ensure that General Data Protection Regulations are being met by the department.
- Ensure relevant Freedom of Information and Environmental Information Regulations are responded to.
- Be committed to the promotion of the Council's Policies on Equal Opportunities and of the role of the service in challenging discrimination and disadvantage and promoting opportunity.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Building Control Technician

Conditions to Note:

Candidates:
When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:
The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours
The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

A	**Equal Opportunities** Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	**Qualifications:** Level 2 qualification or equivalent work experience.
C	**Knowledge, Skills and Experience:** • Experience of working within an office environment, dealing with application systems, able to work to high standards of professionalism and meet work targets. • Good knowledge and understanding of the building control regime, understands the purpose of a building control service and its main objectives. • Good knowledge of quality management and quality standards, experience of working within an ISO 9001 environment. • Good/confident verbal and written communication skills, ability to communicate professionally at all levels and have positive interactions with customers and members of the public. • Competent IT Skills including MS Office to at least Intermediate level. Can demonstrate proficient use of Outlook, Word, Excel. • Good organisational skills, ability to manage own time proficiently

	• Experience of GIS (Geographical Information System), ability to interpret maps and building plans, can plot locations within a GIS system and understand if plans are to scale. • Understanding of GDRP, Data Protection and Freedom of Information (FOI) legislation, can explain the importance of data protection, what within an application may be considered as 'sensitive data' and how the service is required to comply with FOI legislation. • Knowledge and experience of using financial systems, can raise and process invoices for works. • Experience and practical knowledge of working in a professional office environment with customer facing responsibilities.

	Our Values & Behaviours
D	**PUTTING COMMUNITIES FIRST** • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	**RESPECT** • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.

F	**INTEGRITY** • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	**WORKING TOGETHER** • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.