

JOB PURPOSE:

Supervise and co-ordinate the administrative activities of the Building Control Authority, including work supervision of building control technicians, 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 received, including the monitoring of non-payment and initiation of debt collection to ensure revenue collection.

Administer the Building Safety Levy, ensuring all processes and procedures are adhered in relation to Levy submissions, including the issuing of notices to applicants, undertaking audits of submissions and the initiation of enforcement action against breaches of Levy regulations.

1. DESCRIPTION OF DUTIES:

The main duties for this role include:-

Supervise a team of building control technicians ensuring 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.

Administer the Building Safety Levy, ensuring that Levy submissions are effectively managed in accordance with processes and procedures, enabling the Council to meet the requirements set out by Government in the collection and administration of the Levy.

Maintain an effective system of financial control for the Building Control Authority, ensuring that all payments and charges for building control applications have been issued, including the setting up of phased payments arrangements on major applications.

Undertake information gathering, data analysis, update, maintain and collate statistical information and reports, ensuring information is entered consistently, accurately and in line with any statutory requirements, observing data protection and confidentiality rules and procedures. This research to include monitoring customer care feedback. Prepare reports for the Quality and Training Manager.

Monitor non-payment of invoices, liaising with building control surveyors and debt collection as applicable to ensure all payments due to building control are paid.

Organise audits of Levy submissions as set out by Government, initiating enforcement activity where breaches of Levy regulations are identified.

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.

Contribute to the transformational and cultural change, and the embedding of new working practices as part of the Council's response to the Grenfell Tower Public Inquiry report and recommendations.

Support the development and implementation of policies, processes and procedures that ensure the Building Control Authority operates in accordance with the quality management system.

Support the operation of the quality management system through internal audits and through supporting statutory inspections or external audit of the Service.

Assist in the organisation of training and development events in accordance with the Building Inspector Competence Framework.

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.

2. DIMENSIONS:

Budget management responsibilities:

N/A

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Senior Building Control Technician
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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 3 qualification or equivalent work experience.
C	Knowledge, Skills and Experience: Experience of supervising staff and systems, able to ensure high standards of professionalism are maintained in a team and work targets are being met. 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.

	Excellent/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 GDPR, 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.
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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.