

# Job Description and Specification



Working for a *brighter future* together

<b>Job Title:</b>	Consultancy Manager – Customer Co-ordination
<b>Reference:</b>	FAFH4205
<b>Service:</b>	Building Control & Planning Systems
<b>Grade:</b>	12
<b>Reports to:</b>	Principal Building Control & Planning Systems Manager
<b>Location:</b>	Municipal Buildings

## Your job

To assist the Principal Building Control & Planning Systems Manager, providing professional leadership to teams within the Unit, ensuring quality of service delivery in accordance with Council policies, legislative requirements and best practice to members of the public and elected members.

## In this job you will

1. To support the Principal Building Control & Planning Systems Manager in the collective development of the Unit's operational standards to ensure that service initiatives and priorities are achieved.
2. To lead, motivate, develop and manage designated areas of responsibility across the Unit, operating as a member of the Unit Management Team to ensure that Unit requirements, priorities and objectives are effectively and dynamically delivered.
3. To assist the Principal Building Control & Planning Systems Manager in ensuring that the functions of the service are delivered by the Unit in an efficient, cost effective and customer focussed way, to the satisfaction of the Council.
4. To develop and deliver an effective marketing strategy within appropriate budgets, taking a lead role to secure additional work through external partnerships. Improving business relations and networking potential clients, raising the profile of the service regionally.
5. Lead a team of professional Building Regulations staff through the appropriate statutory framework and in line with national and local performance indicators, ensuring the highest possible standards of building control enforcement permissible within the scope of the Building Control Policy. Taking a lead role in checking and consultation required for major applications.
6. To represent the service in Magistrates Court, providing witness statements where appropriate.
7. To participate within the Unit's rota-based response facility for out of hours reports relating to dangerous structures. Acting as a lead in this area, responsible for the development and maintenance of such rotas.

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8. To actively promote the service through professional presentations where appropriate within the commercial market area. Taking a lead role in the participation within local events relating promotion of Building Regulations and allied legislation.
9. Taking a lead role in the day to day operations of Building Control functions for the Unit, ensuring applicable service levels are met for teams and individuals together with ensuring the efficient running of the service in the absence of the Principal Building Control & Planning Systems Manager.
10. To assist the Principal Building Control & Planning Systems Manager in the management of operational remote working staff members of the Unit, providing support where appropriate to ensure staff suitability for remote working.

The job holder may be required at any time to under take any work up to and/or at a level consistent with existing responsibilities. These tasks may be at any location in Cheshire East, to ensure the effective deployment of labour, materials, transport and equipment to meet daily service requirements.

## In this job you will need

You must be able to demonstrate the following essential requirements:

CRITERIA	DESIRABLE	ESSENTIAL	METHOD OF ASSESSMENT
<b>Qualifications</b>	Diploma in Management Studies.	Chartered membership of CABE/RICS or equivalent.	Application form CPD record
<b>Experience</b>	Experience in the supervision of and responsibility for projects and staff.	Substantial experience of Building Control, including managing major schemes, applications and dangerous structures.  Ability to interpret and implement legislation applicable to the area of work.	Application Form and Interview
<b>Technical, Specialist or Job Related Knowledge</b>	Ability to demonstrate innovation and initiate change.  An appreciation of local government issues together with other allied service legislation.  An understanding of marketing and promotion techniques.	Knowledge of advanced legislative issues and legal knowledge whilst demonstrating the ability to work in a collaborative way with other professionals.	Application Form and Interview
<b>Theories, Techniques, Concepts</b>	An understanding of working within an accredited quality management system.	The ability to understand and interpret legislation associated with construction in order to interpret and define team procedures.  Demonstrate the application of professional and managerial theories sufficient to educate and guide others.	Application Form and Interview
<b>Procedures, Policies, Legislation, Organisation Structures</b>	Experience of report writing, presenting to committees and corporate management teams.	Understand corporate responsibilities, legislative requirements proposing development of new policies.	Application Form and Interview

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<b>Skills and Aptitudes</b>  <b>(e.g Operation of Equipment and Machinery, Languages, inc</b>		<p>Excellent communication skills (oral and written)</p> <p>Ability to work under pressure and to meet deadlines.</p> <p>Tact and diplomacy in dealing with customers.</p> <p>Ability to understand complex structural calculations.</p> <p>Ability to survey land and scale drawings using software packages.</p>	Interview and assessment
<b>Other Requirements</b>	<p>Ability to provide support and training to members of the team.</p>	<p>Knowledge and use of information technology in the area of responsibility.</p> <p>Committed to customer care and service delivery.</p> <p>Committed to equal opportunity in employment.</p> <p>The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.</p>	Application Form and Interview

## Our culture

For us, it is not just about our achievements as an organisation, but about how we do it. At Cheshire East Council we are working for a brighter future together –

- **We have a shared purpose**
- **We are supported and well led**
- **We are treated fairly and highly valued**
- **We succeed together**

This is all underpinned in our employee deal and everyone is expected to uphold their commitments by living by our values and demonstrating our behaviours.

## Our values

**Flexibility:** adaptable, open to learning and resilient

**Innovation:** creative, challenges convention and always looks to improve

**Responsibility:** delivers on promises, efficient and has integrity

**Service:** listens, delivers quality, is reliable and enables others

**Teamwork:** respectful, inclusive and contributes at all levels

## Our COMMITMENT

### Shared purpose

- Provide a safe and positive working environment
- Setting clear performance objectives with realistic timescales for delivery
- Having fair and efficient policies and procedures in place and applying them consistently
- Listen, respond and act appropriately when you tell us about something that is inappropriate or wrong

### Well led

- Provide honest, respectful and responsible leadership
- Be fair, consistent and timely in our decision making
- Work with you, enabling you to do your best work every day with the right resources, tools and technology

### Valued people

- Have regular, useful team meetings, keep you informed and provide an opportunity for everyone to share their views
- Treat you as individuals, be respectful, flexible and supportive
- Care for your health and well-being
- Provide you with regular, meaningful and constructive feedback on your performance through one-to-ones and performance review meetings

### Succeeding together

- Offer you opportunities for learning and developing
- Recognise and value your hard work and contribution
- Work together as one team and one council to deliver the best service for our customers and communities

## Your COMMITMENT

### Shared purpose

- Bring a positive and can do attitude into work
- Be proactive and always responsive to our customers and communities
- Work responsibly and ask for help if you need it
- Tell us if you see or experience anything that is inappropriate or wrong

### Well led

- Be honest and reliable
- Get involved, keep informed, make suggestions and share your ideas
- Embrace technology and new ways of working

### Valued people

- Participate fully and make helpful contributions to team meetings
- Be respectful of others and work flexibly and collaboratively with colleagues and partners
- Care for your health and well-being enabling you to maximise your attendance at work
- Value helpful constructive feedback and act upon it

### Succeeding together

- Take the opportunity to learn and develop
- Be supportive and appreciate others
- Work together as one team and one council to deliver the best service for our customers and communities

Working for a  
brighter future  
together

VISION → VALUES & BEHAVIOURS → DEAL

SHARED PURPOSE  
WELL-LED  
RESPONSIBILITY  
TEAMWORK  
INNOVATION  
FLEXIBILITY  
SUCCEEDING TOGETHER  
SERVICE

YES WE WILL

SHARE IDEAS & INFORMATION

OUR COMMITMENT  
YOUR COMMITMENT

Cheshire East Council