

# Career opportunity



[eastdevon.gov.uk/careers](http://eastdevon.gov.uk/careers)

[f](#) [t](#) [i](#) [in](#) eastdevon

## Technical Support Officer

**Service:**

Building Control

**Salary:**

£27,334 - £29,777 pro – rata per annum

**Location:**

Blackdown House, Honiton / Homeworking

**Position type:**

Permanent

**Working pattern:**

Part-time, Hybrid working, 3 days,  
Wednesday, Thursday, Friday, 22.2 hours  
per week

**Closing date:**

Midnight 16<sup>th</sup> June 2024

**Interview date:**

w/c 24<sup>th</sup> June 2024

**Job reference:**

ED007022



For a different format or language phone 01404 515616 or email [jobs@eastdevon.gov.uk](mailto:jobs@eastdevon.gov.uk)

## **Technical Support Officer – Building Control**

**£27,334 - £29,777 pro-rata per annum**

**Part time – 3 days (22.2 hours) per week Wed-Fri**

**Permanent**

**Honiton / Homeworking**

### **About us**

East Devon is independently recognised as an outstanding place and so it follows that its council must also strive to be outstanding. Everything we do is aimed at ensuring that East Devon is a place that people want to live in, work in, visit and enjoy. Our ambition is to be an outstanding council which works together with local people to create great value services and an outstanding community, economy and environment for East Devon, now and for future generations.

In return for your commitment, you'll receive an excellent benefits package which includes: generous annual leave; flexi-time; and access to a Local Government Pension Scheme, salary sacrifice cycle scheme, employee assistance programme and personal healthcare scheme. In addition, you'll also be encouraged to take advantage of our outstanding learning and development opportunities.

### **About the role**

In the role of Technical Support Officer, you'll provide efficient administrative support in connection with the registering and processing of Building Control applications, as well as providing support to the team of Building Control Surveyors. You'll be a first point of contact for customer enquiries, ensuring that these are handled in a professional and timely manner.

This is a part time position and due to operational requirements, we will require the successful candidate to work 3 days per week, Wednesday, Thursday and Friday. Whilst this position will be based in Honiton, we do recognise the benefits of flexible working and therefore occasional homeworking may be considered.

### **About you**

You'll be a confident communicator and have excellent customer service skills, along with the ability to work on your own initiative with accuracy and to tight deadlines. You'll also be confident using IT systems and ideally, have some previous experience working in a busy office environment.

### **Apply**

To apply online, please visit <https://jobs.eastdevon.gov.uk/>

For more about working for East Devon District Council visit <https://eastdevon.gov.uk/careers/working-at-eddc/>

For an informal discussion, please contact Rebecca Smith, Building Control Technical Support Team Supervisor, on 01395 517482 or email [rsmith@eastdevon.gov.uk](mailto:rsmith@eastdevon.gov.uk)

**Closing date:** 16<sup>th</sup> June 2024 **Interviews:** w/c 24<sup>th</sup> June 2024

## **JOB DESCRIPTION and PERSON SPECIFICATION**

This document is intended to cover the range of principal duties and areas of work relating to the post. It is the intention to ensure that you are aware of the actual and the potential range, level of duties, responsibilities and areas of operation which may be required. In addition, you may be required to perform other relevant activities commensurate with the grading of this post.

|                               |  |
|-------------------------------|--|
| <b>Post title and number:</b> | Technical Support Officer (07/042)   |
| <b>Team:</b>                  | Building Control   |
| <b>Grade:</b>                 | Grade 2  |
| <b>Responsible to:</b>        | Building Control Manager   |
| <b>Responsible for:</b>       | No staff responsibility  |
| <b>Service purpose:</b>       | <ul style="list-style-type: none"><li>- Say yes to good development</li><li>- Achieve a good mix of skills and jobs in East Devon</li><li>- Enable housing provision within the district</li><li>- Maximise income from service provision and asset management and utilisation</li></ul> |

### **Job purpose:**

To provide administrative support in connection with the registration and processing of applications, and handling customer enquiries and information flow from customer to back office.

### **Core accountabilities:**

1. Assist in the registration and processing of current notifications and applications under the Building Act, Building Regulations and other associated and relevant legislation including collection of charges.
2. Assist with general enquiries from the public (both personal callers and telephone calls) including booking site inspections, taking messages and providing information where possible.
3. Provide administrative support to the building control surveyor team.
4. Extract files from the filing system for both current and historical cases and in connection with enquiries that may lead to an application or action by the authority.
5. Link correspondence to files and assist with the preparation of application files.
6. Update and maintain office records including technical documents, registers and financial statistical returns including the use of computer based systems, photocopying, etc.

7. Monitor progress of current applications and matters and bring to the attention of the Building Control Assistant where delay is apparent in processing, reporting and finalising decisions.
8. Check documents and data and gather and provide relevant information from files, maps and any other recorded sources.
9. Make sure that Building Control offers a customer focused service using systems thinking principles.
10. Support the Council's approach to equalities and diversity ensuring that our services and policies identify, address and promote the needs of our diverse community. This includes the need for safety of children and other vulnerable people.
11. Take personal responsibility for the relevant aspects of the Council's Health and Safety Policy.
12. Ensure awareness and compliance with the Council's policies, Code of Conduct and Constitution.
13. Evaluate and assist in managing risk within the service.

**PERSON SPECIFICATION – Technical Support Officer**

| Category                      | Requirements  | Essential/<br>Desirable<br>(E/D) | Method of<br>Assessment                              |
|-------------------------------|---|----------------------------------|--|
| <b>Education/training</b>     | <ul style="list-style-type: none"> <li>▪ GCSE or equivalent qualification (minimum Grade C/4 or equivalent in English and Maths).</li> </ul>  | E                                | Application form                                     |
|                               | <ul style="list-style-type: none"> <li>▪ IT qualification (i.e European Computer Driving Licence or equipment)</li> </ul>   | D                                | Application form                                     |
| <b>Knowledge</b>              | <ul style="list-style-type: none"> <li>▪ Knowledge of local government services and processes.</li> </ul>   | D                                | Application form                                     |
|                               | <ul style="list-style-type: none"> <li>▪ Understanding of Building Control process.</li> </ul>  | D                                | Application form                                     |
|                               | <ul style="list-style-type: none"> <li>▪ Previous experience working within a Building Control Service.</li> </ul>  | D                                | Application form                                     |
| <b>Skills and abilities</b>   | <ul style="list-style-type: none"> <li>▪ A good level of literacy, including computer literacy using Word and Excel.</li> </ul>   | E                                | Application form                                     |
|                               | <ul style="list-style-type: none"> <li>▪ Accuracy and attention to detail, particularly when working to tight deadlines.</li> </ul>   | E                                | Application form                                     |
|                               | <ul style="list-style-type: none"> <li>▪ Ability to work on own initiative as well as part of a team.</li> </ul>  | E                                | Interview  |
|                               | <ul style="list-style-type: none"> <li>▪ Excellent communication call handling and interpersonal skills</li> </ul>  | E                                | Interview/work based test                            |
|                               | <ul style="list-style-type: none"> <li>▪ Good questioning technique.</li> </ul>   | E                                | Interview  |
|                               | <ul style="list-style-type: none"> <li>▪ Motivated with the ability to listen to, work well with, and be respectful to others and committed to being a team player.</li> </ul>  | E                                | Interview  |
|                               | <ul style="list-style-type: none"> <li>▪ Empathy with the public or customer and their perceptions.</li> </ul>  | E                                | Interview  |
|                               | <ul style="list-style-type: none"> <li>▪ Positive outlook/sense of humor.</li> <li>▪ Ability to multi-task.</li> </ul>  | D<br>D                           | Application Form<br>Application Form                 |
| <b><u>EDDC behaviours</u></b> | <p><b>Simplicity in communication</b></p> <ul style="list-style-type: none"> <li>▪ You communicate relevant information regularly and effectively.</li> </ul> <p><b>Systems thinking and excellence in service delivery</b></p> <ul style="list-style-type: none"> <li>▪ You understand who your customers are and what matters to them.</li> <li>▪ You are willing to go the extra mile for customers and act on their feedback.</li> </ul> <p><b>Trust and respect</b></p> <ul style="list-style-type: none"> <li>▪ You understand how your behaviors can be interpreted and you consider the impact</li> </ul> | E<br><br>E<br>E<br>E             | Interview<br><br>Interview<br>Interview<br>Interview |

|   |  |                                     |   |
|---|--|-------------------------------------|---|
|   | <p>you have on others.</p> <ul style="list-style-type: none"> <li>▪ You listen carefully to others showing that you respect and value their input.</li> </ul> <p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>▪ You take personal responsibility for delivering services.</li> <li>▪ You are flexible in providing solutions to deliver improvements.</li> </ul> <p><b>Working together</b></p> <ul style="list-style-type: none"> <li>▪ You work together with colleagues and customers; and take the time to build effective working relationships.</li> </ul> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>                                   |
| <b>Successful experience in</b>   | <ul style="list-style-type: none"> <li>▪ Experience of working in a busy office environment with a high level of customer contact.</li> <li>▪ Experience of using Access Database system.</li> <li>▪ Evidence of practical experience in one or more areas of activity in number 1 in the Job Description.</li> </ul>  | <p>D</p> <p>D</p> <p>D</p>          | <p>Application Form</p> <p>Application Form</p> <p>Interview / workbased test</p>                     |
| <b>Special requirements &amp; employee screening checks required for successful applicant</b> | <ul style="list-style-type: none"> <li>▪ Right to work in the UK.</li> <li>▪ Check of qualifications essential to the Job.</li> <li>▪ References.</li> <li>▪ Basic Disclosure Check</li> </ul>   | <p>E</p> <p>E</p> <p>E</p> <p>E</p> | <p>Identity Check</p> <p>Original Certificates</p> <p>Reference enquiries</p> <p>Disclosure Check</p> |

East Devon District Council is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable adjustments to enable disabled people to fulfill the criteria for, and undertake the duties of its jobs.

# RISK ASSESSMENT PROFILE

**JOB TITLE:** Technical Support Officer

**POST NO's:** 07/042

**SERVICE:** Building Control

This role has been assessed for risk and the following table highlights the demands of the role and the level of risk that may be prevalent in the job when carrying out normal day to day activities. The following key has been used to provide a guide.

|                |                                      |                |                                     |
|----------------|--------------------------------------|----------------|-------------------------------------|
| <b>Level 1</b> | <b>Seldom or never</b>               | <b>Level 4</b> | <b>Regular (2-3 times per week)</b> |
| <b>Level 2</b> | <b>Occasionally (once a month)</b>   | <b>Level 5</b> | <b>Daily</b>                        |
| <b>Level 3</b> | <b>Fairly regularly (1 per week)</b> |                |                                     |

| <b>Potential Risks / Hazards / Exposures</b>                        | <b>Level of Frequency</b> |
|---|---------------------------|
| Computer Use  | <b>5</b>                  |
| Driving (Car)   | <b>1</b>                  |
| Driving (HGV / LGV)   | <b>1</b>                  |
| Driving Workplace Transport (FLT, Excavators, Dumpers, Loaders)     | <b>1</b>                  |
| Prolonged sitting / standing  | <b>5</b>                  |
| Exertion (other than lifting)                                       | <b>1</b>                  |
| Lifting   | <b>1</b>                  |
| Manual handling / repetitive movement (bending, twisting, reaching) | <b>1</b>                  |
| Customer contact / Working with the public                          | <b>5</b>                  |
| Face to face contact with abusive customers                         | <b>1</b>                  |
| Lone working  | <b>1</b>                  |
| <sup>1</sup> Night working (3 hours or more between 11pm and 6am)   | <b>1</b>                  |
| Shift working (rotational)  | <b>1</b>                  |
| Use of chemical and/or skin irritants                               | <b>1</b>                  |
| <sup>2</sup> Head phone use / auditory performance / noise          | <b>1</b>                  |
| <sup>3</sup> Hand arm and/or use of machinery vibration / noise     | <b>1</b>                  |
| Outside working / inclement weather / sun                           | <b>1</b>                  |
| Working at height:  |                           |
| ▪ short durations (step ladders / other access equipment)           | <b>1</b>                  |
| ▪ roofs / scaffolds / mobile elevating work platforms               | <b>1</b>                  |
| Working in confined spaces  | <b>1</b>                  |
| Bodily fluids   | <b>1</b>                  |
| Infectious diseases   | <b>1</b>                  |
| Asbestos  | <b>1</b>                  |
| <sup>4</sup> Dust / fumes / vapours                                 | <b>1</b>                  |
| Working with animals  | <b>1</b>                  |
| Other – Specify   |                           |

**The document was completed/reviewed by Rob Edis, Building Control Manager – May 2024**

<sup>1</sup> Any posts identified in levels 2-5 be eligible for a night worker health assessments (baseline and review)

<sup>2</sup> Any post identified in levels 2-5 will require a hearing test if decibel levels are above 80 (for further guidance check with the H&S Officer)

<sup>3</sup> Any post identified in levels 2-5 will require a hand arm vibration screening test

<sup>4</sup> Any post identified in levels 3-5 will require low key health surveillance (refer to COSHH Assessment and check with H&S Officer / Human Resources for further guidance from Occupational Health)