

JOB DESCRIPTION – Building Control Operations Assistant**The Purpose of this role is:**

To provide technical administrative support to the Shared Service Building Control, in accordance with ISO9001:2018 Quality Management System, ensuring accurate, efficient processing of applications and excellent customer service.

In this role you will:

1. Handle customer enquiries (internal and external). Triaging and signposting to the correct person.
2. Monitor building control mailboxes, action and distribute messages.
3. Provide basic guidance on building control queries, escalating complex queries.
4. Register and validate routine applications, perform data entry, and maintain application records ensuring standard operating procedures are followed and internal targets are achieved.
5. Register and maintain records of Initial Notices and Competent Person Scheme as required by legislation.
6. Take telephone payments.
7. Process archive search requests, ensure fees are collected, and provide customer with documentation.
8. Log and update inspection requests in the system
9. Provide general administrative support.
10. Follow standard operating procedures for financial processes, data protection, and service delivery.
11. Assist with user testing of ICT systems and contribute to minor process improvements.
12. Carry out any other duties as required by your line manager from time to time in accordance with the grading of the post.

Role Dimensions and Additional Information:

Group: 3C Building Control
Team: 3C Building Control
Reports to: Area Building Safety Technical Manager
Contractual Work Base: Flexible – Cambridge City Council, South Cambridgeshire District Council and Huntingdonshire District Council offices
City Pay Band: 2
Post Number: A1715
Line Management Responsibility: None
Budget Responsibility: None
Date Evaluated/updated: Evaluated 24 July 2025; Updated 1 November 2025

Cambridge City Council – “Embracing diversity, committed to equality and inclusion”

Cambridge City Council is committed to safeguarding and promoting the welfare of children, young people and adults. We take our responsibilities seriously and expect all staff to share this commitment.

PERSON SPECIFICATION – Building Control Operations Assistant**Essential Experience:**

- Knowledge and experience of working within a team environment.
- Administrative experience, including accurate data entry and document management.
- Experience dealing with customers (telephone and face-to-face) and providing clear, accurate information.
- Knowledge of Microsoft Office systems including word and excel etc.

Desirable Experience:

- Working knowledge of database systems such as IDOX or Uniform.
- Experience in a building control or regulatory environment.
- Experience working with GIS systems and interpreting maps.
- Experience handling plans and technical drawings.

Essential Qualifications & Training:

- GCSEs (or equivalent) in English and Maths at grade C/4 or above
- Demonstrable administrative experience in a relevant setting

Essential Knowledge & Skills:

- High level of accuracy and strong attention to detail.
- Proficient in Microsoft Office applications (Word, Excel, Outlook).
- Well-organised with good time-management and the ability to meet deadlines.
- Clear written and oral communication skills.
- Awareness of data protection and confidentiality principles.

Desirable Knowledge & Skills:

- Understanding of building control policies and legislation.
- Familiarity with archive search processes.
- Basic knowledge of map referencing and spatial data handling.

Additional Qualities:

- Ability to follow, update, and adhere to standard operating procedures.
- Flexible approach to work; embraces change and continuous improvement.
- Resilient under pressure and able to prioritise tasks effectively.

POST SPECIFIC TAGS – ~~(strike through those not required as applicable)~~

Tag	Definition
Member of Leadership Team	Posts that are part of the Council's senior Leadership Team with responsibility for strategic direction and service delivery oversight
Member of Corporate Management Team	Posts that are responsible for corporate-level decision-making, strategic planning and organisational leadership
Enhanced DBS Check Requirement	Where the post involves work with children and/ or adults at risk
Basic DBS Check Requirement	Where the post requires a general background check (and an Enhanced DBS check is not suitable)
Travel Requirements	Where the post requires the employee to travel in and/ or around the city as part of their duties
Political Restriction (Delegated Powers)	Where the post is subject to statutory restrictions on political activity due to delegated powers or seniority under relevant legislation.
Political Restriction (Politically Sensitive Post – Advice)	Where the post involves providing advice to elected members, senior officers, or committees in a politically sensitive context, making it subject to political restriction.
Political Restriction (Politically Sensitive Post – Communications)	Where the post involves regular communication with the media, public, or elected members on politically sensitive matters, making it subject to political restriction.
Driving City Council Vehicles	Where the post includes operating City Council owned vehicles

Our Values and Behaviours:



COLLABORATIVE

'We work with others to achieve better results.'

Behaviours for us all

- I actively participate in team working.
- I work with colleagues, external partners and customers to achieve agreed goals.
- I share my knowledge and experience with others.

Additional Behaviours for Leaders & Managers

- I enable opportunities for internal and external partnership working.
- I make time to consult with networks to inform my decisions.
- I create opportunities for knowledge and experience to be shared.



COURAGEOUS

'We embrace change.'

Behaviours for us all

- I identify and embrace new and better ways of doing things.
- I question and challenge constructively when needed.
- I act quickly to resolve issues when they arise.

Additional Behaviours for Leaders & Managers

- I act boldly to achieve positive impacts and results.
- I drive change, and support others to engage in change.
- I embrace challenges and challenge others, taking balanced risks when needed.



COMPASSIONATE

'We are kind and respectful to everyone.'

Behaviours for us all

- I treat others fairly and respectfully.
- I act inclusively and challenge discrimination.
- I care about myself, others and my impact on the environment.

Additional Behaviours for Leaders & Managers

- I foster a culture of respect, diversity and inclusion.
- I champion the wellbeing of others.
- I take actions which reduce the effects of climate change.



ACCOUNTABLE

'We take ownership of our actions.'

Behaviours for us all

- I am responsible for my own actions and performance.
- I focus on delivering outcomes and I'm not easily deterred.
- I actively seek development opportunities.

Additional Behaviours for Leaders & Managers

- I'm responsible for the delivery and performance of my team.
- I act quickly when standards are not met.
- I'm responsible for decision making and accountable for the outcomes.