



ROLE PROFILE FOR SENIOR TECHNICAL SUPPORT AND COMPLIANCE OFFICER (BUILDING CONTROL)

Role Title: Senior Technical Support and Compliance Officer (Building Control)

Service: Planning

Location: Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HD

Reporting To: Building Control Manager / Principal Building Control Surveyor

Role Purpose

To work under the general direction of the Building Control Manager / Principal Building Control Surveyor in delivering an efficient and compliant Building Control service.

The role provides senior-level technical and administrative support, while taking lead responsibility for compliance-related functions including Building Safety Levy administration, KPI reporting, audit preparation, and the maintenance of robust systems and processes.



The postholder will ensure the accuracy, consistency and integrity of Building Control processes and data, whilst continuing to support the day-to-day administrative functions of the service.

Main Duties and Accountabilities

Knowledge and Expertise

- Knowledge and expertise and/or experience to carry out both routine and more complex tasks with a high level of numerical and literacy accuracy.
- To have GCSE Maths and English (or equivalent).
- Proficient in using IT systems and applications
- Ability to use various computer systems to input data, amend records, generate reports and standard documentation. This includes using the Building Control database system, GIS, scanners, e-mail, Excel, Word and other systems as required.
- To have a desire to expand, grow and challenge current knowledge and expertise.
- To have experience of working within a similar technical support role.
- To have good time keeping and time management skills.
- To have the ability to interpret and apply procedures accurately and consistently.
- Experience of working in a Building Control environment.
- Experience of working with Uniform (or equivalent) database systems.
- Good understanding of financial processes and data handling.
- Working knowledge (or willingness to develop knowledge) of Building Regulations processes, Building Safety Levy requirements, and performance reporting standards. Knowledge and expertise and/or experience to carry out routine and non-routine tasks with a high level of numerical and literary accuracy.



Creativity and Innovation

- Problem solving skills to resolve a variety of day-to-day issues.
- Ability to review processes and suggest improvements to enhance efficiency, compliance, and service delivery

Financial Accountability

- An understanding of the implication of timely and accurate processing of financial information and data.
- Responsibility for ensuring accurate processing of Building Control fees and Building Safety Levy charges, including supporting reconciliation and reporting processes.

Impact upon the Organisation & the Community

- To demonstrate an appreciation of the impact that this role could/should have to the organisation and the community.
- To contribute to maintaining public confidence in the Building Control service through accurate, consistent and transparent processes

Management & Supervisory Responsibilities

- No direct line management responsibility.
- However, the role will provide technical guidance and support to other Technical Support Officers and act as a point of escalation for more complex cases.

Initiative & Independent Action

- The ability to problem solve and take ownership of issues
- To use initiative to resolve non-standard queries, particularly in relation to levy administration, data quality and process compliance.



- To identify risks, inconsistencies or procedural issues and take appropriate action or escalate where necessary.

General

- To be able to prioritise work.
- To be able to work under pressure and meet statutory and service deadlines
- To be able to communicate effectively both verbally and in writing.
- To be self-motivated in a team orientated environment.
- Ownership of problems and their resolution.
- Supportive of colleagues.
- Desire to want to provide an excellent customer experience.

Main Duties

- Take lead responsibility for the administration of the Building Safety Levy, including:
 - Determining chargeability and liability
 - Issuing levy notices and certificates
 - Processing payments, reviews and refunds
 - Maintaining accurate and auditable records.
- Support the preparation and submission of BSR KPI and performance data, ensuring accuracy, consistency and completeness
- Maintain oversight of data quality and integrity within Building Control systems
- Support internal and external audit processes, ensuring records and systems meet required standards.
- Monitor and review processes to ensure compliance with statutory requirements, Operational Standards Rules, and internal procedures.



- Responsible for the administrative processing of Building Control applications including preparation and making up of files, dealing with all administrative requirements in a prompt and effective manner.
- Responsible for the booking of site visits and the maintenance of the Building Control diary.
- Responsible for the checking, registration and processing of building control applications and monitoring of applications to meet statutory requirements.
- Maintains records systems ensuring information held is accurate and up to date
- Undertakes research through records and makes appropriate file information available to the Contact Centre, Surveyors and Customers.
- Undertakes copying and scanning of documents as required.
- Ensures that the statutory records are kept up to date.
- Maintain and update files and other records as required.
- Maintains correspondence and other record logs.
- To control and code invoices as instructed.
- To manage the day-to-day administration for the Building Control Team.
- To ensure that the Building Control fees are promptly and correctly invoices and collected.

Customers and Contacts

Important Internal Relationships

- Manager and Service Teams
- Employees across the Authority at all levels
- Councillors

Important External Relationships

- Members of the public/customers
- Government departments and related bodies
- Partners and other local authorities



- LABC
- Consultants

Additional Requirements

- To continuously suggest/improve and/or update processes and procedures by digitalisation and streamlining with a view to maximising effectiveness, efficiency and to enable data sharing.
- To work collaboratively with colleagues in accordance with our corporate values and policies to achieve the Council aims and objectives.
- Ability to work from home if required, with access to reliable fast broadband connectivity.
- No contra-indications in personal background or criminal record indicating unsuitability in this role.
- Legally entitled to work in the UK.
- Ability to participate in the Council's out of hours Civil Emergency arrangements.
- Carries out any other duties commensurate with the grade of this post as is required of the Council.



Job Title - Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
To have GCSE Maths and English (or equivalent)	E	A/I
Relevant administrative or technical qualification (Level 3 Certificate in Building Control)	D	A/I

Knowledge and Experience

Criteria	Essential or Desirable	Application, Interview or Assessment
Experience in a technical support / administrative role	E	A/I
Experience of working within Building Control or similar regulatory environment	E	A/I
Experience of working with IT systems including databases and spreadsheets	E	A/I
Experience of processing financial data and/or invoicing	E	A/I
Experience of working with Uniform or similar system	E	A/I
Experience of dealing with compliance, audit or performance reporting processes	E	A/I
Ability to interpret procedures and apply them consistently	E	A/I



Knowledge and expertise to carry out routine and non-routine tasks with a high level of numerical and literary accuracy.	E	A/I
Proficient in using IT systems and applications, including email, word processing (e.g., Microsoft Word), spreadsheets (e.g., Excel), and database management tools	E	A/I
To have a desire to expand, grow and challenge current knowledge and expertise.	E	A/I
To have experience of working within a similar technical support roll.	E	A/I
To have good time keeping and time management skills.	E	A/I
To have the ability to understand and follow procedures accurately.	E	A/I
Experience of working in a Building Control office.	D	A/I
Experience of working with Uniform database	D	A/I
Accounts experience	D	A/I

Skills and Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
To be an excellent communicator having dealt with potentially difficult and/or sensitive situations as part of role previously.	E	A/I



To be able to deal with senior members of staff, Councillors, customers, consultants and statutory consultees.	E	A/I
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Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Problem solving skills to resolve a variety of day to day issues	E	A/I

Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
An understanding of the implication of timely and accurate processing of financial information and data.	E	A/I
Financial Reporting	D	A/I

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
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To demonstrate an appreciation of the impact that this role could/should have to the organisation and the community	E	A/I
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Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or Assessment
None		

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
The ability to problem solve	E	A/I
To acknowledge and own problems.	E	A/I
To use initiative to determine prudent information independently	E	A/I

Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Willingness to learn new legislation, systems and processes	E	A/I
Flexibility to adapt to changing service demands	E	A/I

DBS Requirements





- No Check Required / Basic Check / Standard Check / Enhanced Check / Enhanced Adult & Child Barred

