



Ipswich Borough Council
Job Description: L60a

Building Control Administrator

Main Purpose of Job

Support the administrative functions of the Building Control Operational Area to ensure effective provision of services.

Main Duties

1. Answer and deal with customer telephone calls, emails and letters relating to Building Control, referring to senior officers as necessary. Triage and book telephone requests for site inspections.
2. Liaise with 3rd parties including external professionals, contractors, IBC staff, and Contact Centre Advisers, to explain, investigate and resolve issues of varying complexity.
3. Support the Contact Centre team and Business Control Team Leader with escalated calls, high level complaints and specialist advice.
4. Maintain and update records, databases and statistics, both manual and electronic, recommending improvements to IT systems where appropriate.
5. To undertake administrative support for quarterly and annual returns to the Building Safety Regulator and maintain records, record information and prepare invoices in relation to the implementation of the Building Safety Levy.
6. Generate invoices and process payments through the relevant systems.
7. Carry out the administration of specialist Building Control processes including the updating of specialist statutory systems, whilst adhering to complex procedural checks and regulatory requirements.
8. To support the monitoring of the Quality Management System along with regular auditing
9. Undertake Searches of Records for both Land Charges and personal applicants as required. Provide copy documentation from archive storage or document management system, ensuring GDPR compliance.
10. Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.



Person Specification

Building Control Business Support Officer

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Educated to GCSE level pass or equivalent in a minimum of two subjects, including English/Maths.		Application Certificates
Work Related Experience / Job Related Skills	Experience of working within an office. Experience of dealing with the public in person and on the phone. Working knowledge of Microsoft Windows applications and experience of maintaining databases and other statistical information. Ability to interpret and follow procedures and to provide requested information.	Ability to undertake research and compile statistics. Ability to carry out service area specific web content maintenance. Experience of working in a similar Local Government position.	Application Interview
Specialist Knowledge	Knowledge of Financial systems.	Ability to interpret modern mapping tools (e.g. Geographical Information systems (GIS)). Ability to use Electronic Document Management System (EDMS). Previous experience of Uniform/Idox systems. Previous experience of Quality Management Systems.	Application Interview

Personal skills	Ability to demonstrate effective organisational skills. Effective written and verbal communication skills. Ability to work as part of a team. Ability to make decisions on own judgements. Ability to carry out work under pressure and maintain high standards of work. Able to demonstrate attention to detail and will ensure all tasks are completed thoroughly to meet deadlines. Awareness of General Data Protection Regulations (GDPR) compliance. Demonstrates ability to work with minimal supervision.		Application Interview
Special Working Conditions	To enable hybrid working, must have access to a suitable internet connection, if not in the office.		Application