

# **EPPING FOREST DISTRICT COUNCIL ROLE PROFILE**

**JOB TITLE:**            **Building Control Technical Officer**

## **PURPOSE OF THE JOB:**

Be responsible for the day to day direction of functions within post holder's area and for the delivery of outcomes.

Ensure the Council meets its statutory obligations and that the highest standards of probity and good conduct are maintained at all times.

Take collective responsibility for ensuring excellent services are provided to our customers.

## **KEY RESPONSIBILITIES**

### **Corporate**

Ensure our customer service and delivery is excellent and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Demonstrate the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Participate in projects to achieve the most effective services possible for the community, partners and the Council.

### **Service**

To provide technical and administrative support to the Building Control Team.

To respond to enquiries from the public, applicants and their agents, Members and professional officers on technical and legal issues in respect of all aspects of Development and Building Control in an efficient, customer-focussed manner.

To maintain information, record and filing systems in a satisfactory and up to date manner and to make any changes required.

To provide technical advice / information and deal with general enquires, promptly and in a courteous and helpful manner.

Duties and responsibilities should be regarded as neither exclusive nor exhaustive as the post holder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

## SKILLS/KNOWLEDGE/ATTRIBUTES

<b>Education</b>	<p>An NVQ Level 1 / 2 (including Maths and English at equivalent NVQ Level 2) qualification.</p> <p>Demonstrate a good understanding of safeguarding issues commensurate with the role</p>
<b>Experience</b>	<p>General office experience covering functions such as dealing with incoming post, telephone enquiries, filing, photocopying, retrieving and inputting information from plans, files and the computer.</p>
<b>Knowledge &amp; Skills</b>	<p>An adequate understanding of Building Control and/or development control processes</p> <p>An ability to read maps and plans</p> <p>An appreciation, knowledge and understanding of the current issues facing local government</p> <p>Possess a high degree of political sensitivity.</p> <p>A good understanding of the use of technology for the delivery of modern and streamlined services and processes</p>
<b>Behaviours</b>	
<b>Trust</b>	<p>Able to demonstrate personal conduct, integrity and credibility that inspires confidence in members, employees, customers, partners and others.</p> <p>Strong self-aware and understands how own style and behaviour impacts on the performance of others</p>
<b>One Team</b>	<p>Demonstrate strong emotional intelligence and resilience.</p> <p>Collaborative approach to knowledge sharing across teams</p> <p>Evidence effective communication contributing to a strong team performance</p>
<b>Performance</b>	<p>Evidence of driving results, pro-actively identifying ways of improving the service to customers</p> <p>Proactive and tenacious in approach.</p> <p>To be accountable for personal performance, through meeting agreed personal targets and through undertaking planned programmes of professional development.</p>
<b>Innovation</b>	<p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p> <p>Demonstrate the ability to adopt a creative and innovative approach to the role</p>
<b>Customer</b>	<p>Demonstrate a strong customer focus – putting customers at the heart of what you do</p> <p>Demonstrate a strong personal commitment to quality and cost effective public services, informed by customer and community</p>

	involvement
<b>Other Requirements</b>	<p>Strong inter-personal and communication skills, including the ability to consult, negotiate, empathise, persuade and influence others</p> <p>Ability to attend meetings outside normal working hours</p> <p>Able to attend meetings or events etc. where public transport does not exist or is limited</p>