



Role Profile

Technical Assistant

Reference No.	I358.01	Type	Individual
Service	EPES Protective Services		
Job Family	Para Professional 3	Grade	FC05

Purpose

Process and assess appropriate Building Standards warrant applications, licensing consultations and grant applications as required as part of the Team. Assist Building Standards Surveyors, Inspectors and Technical Officers through the provision of technical support. Undertake routine duties or project or developmental work assisting the portfolio in the continuous delivery of professional, high quality and customer focused services. The postholder will undertake training towards a HNC in Building (or equivalent).

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Process and assess appropriate Building Standards warrant applications, licensing consultations and grant applications as required as part of the Team. Assist Building Standards Surveyors, Inspectors and Technical Officers through the provision of technical support. Undertake routine duties or project or developmental work assisting the portfolio in the continuous delivery of professional, high quality and customer focused services.

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Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

	E	D
Experience working in a Building Standards and Public Safety environment	✓	
Knowledge of Building Standards & Public Safety legislation, regulations and service delivery	✓	
Considerable understanding of Building Standards & Public Safety processes		✓
1 Higher in a relevant subject and 4 Standard Grades at Grade 3 or above (or equivalent) that must include Maths	✓	
Relevant HNC e.g. Building or Architectural Technology		✓

E = Essential Criteria D = Desirable Criteria

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Assess allocated Building Standards applications (e.g. small/domestic building warrants, licensing consultations and grant applications) in line with Service protocols/procedures.	Ability to read and interpret architectural plans	✓	
Undertake occasional associated on-site inspection services and measurements or technical calculations/checks in accordance with statutory or national agency standards/requirements and in line with the internal Service protocols/procedures.			
Register Building warrant applications against an agreed set of requirements in line with Service procedures and national guidance.	Maintain and record accurate information systems	✓	
Access legal documents for approved applications and issue with the approved drawings in line with statutory requirements.	High and consistent standards of quality and accuracy	✓	
Access legal documents for completion certificate decisions, amendments and extensions to building warrants in line with statutory requirements and issue these to the relevant person.			
Undertake the registration and processing of Housing Improvement Grants in line with agreed Service procedures.			
Assist the professional staff to process Building Warrants including special project Building Warrants and site inspections as instructed and in line with agreed Service procedures.	Practical knowledge about processing building standards applications e.g. registering, issuing decisions		✓
Assist with processing technical customer advice relating to Private Sector Grants Scheme and associated activities/initiatives.			
Assist the Technical Officers to process all private housing, private water supply and caravan site related applications and enquiries.	Knowledge of Private Housing Standards		✓
Assist with and provide technical and operational support to case officers to process applications and associated activities including site inspections as instructed by the professional staff.	Ability to deal effectively with colleagues at all levels	✓	
Provide support for all public safety functions, including the preparation of legal notices, documents relating to safety at sports grounds and coordinating documentation relating to licensing inspections.	Experience of Public Safety work	✓	
Accompany professional staff if required to witness the delivery of legal documents.			
Dealing with telephone and email requests for information from third parties, e.g. members of the public, agents, community councils etc.	Previous experience of dealing with customers	✓	

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Deal with enquiries from all categories of callers and visitors relating to all aspects of the grants application process.	Dealing with sensitive and confidential issues	✓	
Assist other team members in the provision of advice on more complex enquiries, i.e. technical support to a professional member of staff in terms of the collation of technical information.	Rational/methodical approach to problem solving	✓	
Responding to licensing letters lodged as Section 23 enquiries, in line with Service procedures.	Communication skills	✓	
Interrogate and supply information in an appropriate format in response to enquiries relating to in-house systems and databases, in line with agreed Service procedures including service level and external agreements.			
Compile statistical returns relating to performance data for the determination of Building Warrant applications, in line with national requirements and agreed Service procedures.	Experience of computerised management information system e.g. Uniform, Crystal Reports & Power BI	✓	
Assist in the administration of licensing and public safety consultations.	Advanced use of information management systems and delivering digital services		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:

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Job Title (Specialists Tasks)

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

<p>Additional Information – the following information is available:</p>	<p>Expected Behaviours</p>
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- Skills Framework (if applicable)
- **How** we work matters

Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.

Please refer to How We Work Matters Guidance to learn more.