



Role Profile

Administration and Technical Support Officer (Scottish Building Standards Hub)

Reference No:	A5200		
Service:	Protective Services		
Job Family:	Protective Services	Grade:	FC5

Purpose

Forming part of the Scottish Building Standards Hub (SBSH) and in partnership with a range of internal and external stakeholders to contribute towards and deliver its range of building standards system services and activities by providing administrative and technical support to all of the SBSH Business Units as required as part of the team.

Assist the SBSH Directors, Learning and Development Manager, Learning and Development Officer. Expert Technical Support Surveyors and Technical Support Surveyors through the provision of administrative and technical support.

Undertake duties or project or developmental work assisting the SBSH in the continuous delivery of professional, high quality and customer focused services.

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

Process application submissions and register and validate national Scottish Type Approval Scheme (STAS) cases that support the Building Warrant process in all 32 Scottish local authorities. As part of

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

Experience working in a Building Standards and Public Safety environment.

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Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
<p>the SBSH team assist Expert and Technical Support Surveyors, through the provision of administrative and technical support. Undertake routine duties or project or developmental work assisting the SBSH in the continuous delivery of professional, high quality and customer focused services.</p>	<p>Knowledge of Building Standards & Public Safety legislation, regulations and service delivery.</p> <p>Considerable understanding of Building Standards & Public Safety processes.</p> <p>1 Higher in a relevant subject and 4 Standard Grades at Grade 3 or above (or equivalent) that must include maths.</p> <p>Relevant HNC.</p>	<p>✓</p>	<p>✓</p>
<p>Register STAS applications against an agreed set of requirements in line with service procedures.</p>	<p>Maintain and record accurate information systems.</p>	<p>✓</p>	
<p>Validate STAS applications, supporting documentation and data in line with STAS protocols/procedures for completeness of the registration and validation process. Liaise with applicants regarding any deficient or omitted information, plans, etc.</p>	<p>Ability to read and interpret architectural plans.</p> <p>Practical knowledge about processing building standards applications e.g., registering, issuing decisions.</p>	<p>✓</p>	<p>✓</p>
<p>Undertake occasional measurements or technical calculations/checks in accordance with statutory or national agency standards/requirements and in line with the service protocols/procedures.</p>			
<p>Access and collate documents for approved STAS applications and issue with the approved drawings in line with STAS national guidance. This includes updating the SBSH website and register of national approvals and informing local authority verifiers and the Scottish Government Building Standards Division of the existence of a new/renewed type approval.</p>	<p>High and consistent standards of quality and accuracy.</p>	<p>✓</p>	
<p>Undertake the registration process for Information Papers in line with agreed service procedures.</p>			

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Access finalised Information papers and associated documents and update the SBSH website and the register of information papers. Inform local authority verifiers, the Scottish Government Building Standards Division and any relevant stakeholders of the existence of a new/renewed information paper.			
Undertake the registration process for the Dispute Resolution Process in line with agreed service procedures.			
Collate outcomes and associated documents from Dispute Resolution Process cases resolved at regional consortia level and update the SBSH website and the register of dispute resolution cases. Inform local authority verifiers, the Scottish Government Building Standards Division and Consortia Technical Working Group (CTWG) leads of case outcomes.			
Collate outcomes and associated documents from Dispute Resolution Process cases resolved at national CTWG level and update the SBSH website and the register of dispute resolution cases. Inform local authority verifiers, the Scottish Government Building Standards Division and Consortia Technical Working Group leads of case outcomes.			
Assist, as instructed by the professional staff through technical, operational and administrative support in the delivery of the range of services and activities delivered by the SBSH six Business Units: <ul style="list-style-type: none"> • Technical and Procedural Unit (TPU) • STAS Unit (SU) • Learning and Development Unit (LDU) • Digital Transformation Unit (DTU) • Operational Partnership Unit (OPU) • Business Unit (BU) 	Ability to deal effectively with colleagues at all levels.	✓	
Assist with processing technical customer advice relating to the range of services and activities delivered by the SBSH six Business Units in the delivery areas of:	Communication skills.	✓	

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<ul style="list-style-type: none"> • Providing a range of building standards system services • Supporting hubs of expertise and operational partnerships • Supporting learning and development 			
Assist the Technical Surveyors to process all enquiries received through the SBSH technical enquiry process.	Knowledge of the range of services and activities delivered through the SBSH.	✓	
Provide support for the non-verification activity and advice delivered through the SBSH, particularly that advice and guidance relating to public safety matters such as dangerous/defective structures, safety at sports grounds, licencing, temporary raised structures, houses of multiple occupation, short term lets, but could include other forms of licencing with a building standards element.	Experience of Public Safety work.	✓	
Accompany professional staff as required to participate at meetings, workshops and other stakeholder forums.			
Dealing with telephone and email requests for information from third parties, e.g., local authority professionals, industry stakeholders, members of the public, agents, etc.	Previous experience of dealing with customers.	✓	
Deal with enquiries from all categories of callers relating to all aspects of SBSH service delivery and activity.	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.	✓	
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.	Advanced use of information management systems and delivering digital services.		✓
Compile statistical returns relating to performance data for the SBSH service functional areas, in line with agreed national service standards.	Experience of computerised management information system e.g., Uniform, Enterprise and DMS.	✓	
Assist in the administration of consultations that the SBSH may provide a direct response to, or research potential implications that others may inform an option on in order to respond to.			

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Undertaking personal development and training as and when required by Fife Council and the SBSH.	Awareness of Fife Council functions.	✓	
The SBSH directors reserves the right to allocate other duties of equivalent grade and status as determined by the workload of the SBSH.	Professional development.	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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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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.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours

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.

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