

Role Scope – Building Control Surveyor

Service Area	Place
Role Title	<ul style="list-style-type: none"> • Building Control Surveyor
Role Family	<ul style="list-style-type: none"> • Southern Building Control Partnership
Location	<ul style="list-style-type: none"> • Agile (with council office base at either Dorking or Oxted)
Reporting Line	<ul style="list-style-type: none"> • Senior Building Control Surveyor • Head of Building Control
Functional Reporting Line	<ul style="list-style-type: none"> • Head of Building Control
Grade	<ul style="list-style-type: none"> • Level 1 – TC1 – TA1 Apprentice/Trainee • Level 2 – TA2 – M1 Graduate/Assistant • Level 3 – M2 – M3 Building Control Surveyor

Main purpose

- To provide an efficient, effective, and customer focussed service on behalf of the authorities that form our Partnership.
- To ensure that the Partnership provides a service that is committed to the aims and values of the Partner Councils and the LABC ISO 9001 2015 Quality Policy.

Key responsibilities

- Promote a culture that is supportive of the Partnership's purpose, aims and values, and take all reasonable steps to maintain good employee relations.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Partnership's or Council's activities.
- Adhere to the Partnership's LABC ISO 9001 2015 standards.
- Adhere to the Council's Attitudes and Approaches framework.

Level 1 – TC1 – TA1: Apprentice/Trainee Building Control Surveyor

To undertake an Apprenticeship Degree leading to BSc (Hons) in Building Control whilst working as part of the Building Control team.

- Ensure professional development is maintained to required standards including attendance at Partnership delivered CPD events.
- Take ownership of tasks to assist the efficient, effective and consistent processing and resolution of customer case work, identifying and meeting customer needs.
- Assist with the understanding of customer need and enabling a quicker, simpler, more responsive customer journey.
- Contribute to the continuous improvement in the delivery of the Partnership's Quality Policy and ensuring high levels of customer satisfaction.
- Support customer self-serve and spotting opportunities for the Partnership to initiate further enabling and self-serve.
- Promote the Business Development and Marketing of the Partnership.
- To ensure that the team is fully recovering appropriate costs of delivery of service.
- Maintain confidentiality in line with agreed policy and relevant data protection legislation.
- Support the continuous improvement of processes and procedures within the service using best practice from others where appropriate.
- Undertake supervised plan checks and inspections and escalate issues as required.
- Use developing knowledge and skills to identify where enforcement action may be required.

Level 2 – TA2 – M1 Graduate/Assistant Building Control Surveyor

All the above and:

- Under the supervision of a Senior Building Control Surveyor assist with the management of a geographical area.
- To assist the efficient, effective and consistent processing and resolution of customer case work, applications and inspections. The range of tasks may be complex, and situations may require some interpretation in order to comply with statutory regulations, legislation, professional codes of practice and adherence to Partnership and Council policy.
- Assist in sharing and disseminating information/ advice and best practice within the team.
- Escalate where required, complex cases by presenting recommendations for approval by suitably qualified team member.
- Reduce risk of non-completion of cases by using information to manage portfolio of cases
- Ensure cases are concluded within the cost envelope of the application and referring those that are at risk of exceeding fees recovered.

Level 3 - M2 – M3 Building Control Surveyor

All the above and:

- Act as lead Building Control Surveyor for a geographical area.
- Deliver a specialist, professional service with high standards of advice and support and resolving cases of varying difficulty as they arise.
- Take ownership of complex cases.
- Identify and refer cases which are outside of competency to ensure suitable supervision is in place to ensure satisfactory completion.
- Work under supervision to prepare enforcement and legal proceedings.
- Assist with knowledge and best practice sharing across the Business Support Team.
- Assist with the design and development of tools and guidance notes to enable the team to self-serve and widen their knowledge.