

A Day in the Life.....

Business Support Officer – Building Control Service

The main purpose of the Building Control Service is to ensure that building work in Kirklees is carried out in compliance with current building regulations and that any potentially dangerous buildings are made safe. We also deal with safety at sporting events and provided advice to the safety advisory group (SAGs). The service comprises of a Building Control Manager, Senior Surveyors, several Building Surveyors, and a small group of business support officers. The office is based at Flint Street in Fartown, Huddersfield but since COVID a blended model has been used with some home working available.

The main responsibility of the role is processing building regulation applications, working out appropriate fees, scanning and indexing paperwork and plans using specialist software (APAS). You will also log any changes to plans, arrange inspections on site and issue completion certificates. You will also raise invoices and credit notes on SAP. A further element of the role is undertaking 'searches' when houses are sold.

A weekly rota system is in place to ensure that all tasks are covered. Requests and queries come into the office by email, by telephone, and by 'SMILE' where calls are taken by Kirklees Direct and are sent through on an electronic system called 'SMILE'. You may speak to customers on the telephone or face to face and a high standard of customer care is essential.

This role requires accuracy of data inputting and knowledge of IT packages such Excel, Word, and Outlook.

Here are some of the tasks you might perform in a typical day:

- Responding to email queries
- Responding to SMILE queries
- Answering telephone calls, giving advice, and passing on messages as appropriate
- Liaising with building surveyors and colleagues throughout the course of all your work
- Dealing with post, receipting, and processing building regulations applications and working out fees
- Take card payments via an automated payment system
- Undertaking searches for the Local Land Charges section
- Recording information onto specialist software
- Creating invoices/credit notes and journals for upload to the SAP system
- Electronic filing and occasional scanning
- Booking inspection requests
- Reporting dangerous structures