

## Job Description

<b>Job Title</b>	Quality & Business Growth Assistant
<b>Directorate</b>	City Development
<b>Service Area</b>	Planning & Building Control
<b>Grade</b>	5
<b>Competency Level</b>	1
<b>Salary</b>	£28,770 - £33,024
<b>Job Type</b>	Hybrid
<b>Location</b>	Cunard Building
<b>Disclosure and barring service (DBS)</b>	Not Required
<b>Job Evaluation Ref No</b>	

## Job Purpose

To assist the Quality and Business Growth Officer in ensure that the Building Control service delivery model is effective for the constantly evolving local authority, economic and market conditions. Also assisting in service meeting its service objectives in respects to the Quality Assurance System, Service KPIs and KPI reporting to the Building Safety Regulator.

### **Directly Responsible For:**

Not applicable

### **Directly Responsible To:**

Quality & Business Growth Officer

### **Main Areas of Responsibility:**

- To review assist in the delivery of the current service delivery model and test regularly strategically against alternative models, recommending strategic change and introducing change as necessary to ensure the business unit remains financially sustainable and competitive
- To ensure that the service delivery model is fit for purpose with respect to retaining market share, turnover, and a sustainable trading account.
- To ensure that all commercial activities meet or improve on budget, cost, and efficiency targets (Key Performance Indicators) in line with business objectives
- To support the Quality & Business Growth Officer in monitoring and reporting to the Building Control Manager on the progress and performance of the Service against policies, KPIs and programmes, taking corrective action where necessary
- To provide detailed Building Control quotes for all building development work types to ensure that the Service maintains a competitive edge in the Building Control Market place. To review unsuccessful quotes where practicable
- To assist the Quality & Business Growth Officer in the financial planning/monitoring of the Building Control business to ensure applications are processed in line with the Sections KPIs and TOM

- To assist in the development, implement and maintain a quality management system in compliance with BS EN ISO 9001:2015 accreditation and audited by an external accreditation body
- To undertake, under the direction of the Building Control Manager or Quality & Business Growth Officer, relevant special projects and activities and report thereon
- To assist in the development and implement a marketing plan for the service to sustain income and business growth. This will require building and maintaining relationships with a large client base, keeping abreast of client needs and future client workloads
- To build and develop collaborative relationships with other internal departments, key customers, and stakeholders. This will include representing the service externally e.g., at networking events, conferences and exhibitions to enhance and strengthen the service's profile and optimise all business development opportunities
- To demonstrate excellent negotiation and influencing skills to benefit the service. Responsibility for retaining existing clients, securing new clients and new income streams
- To assist in ensure that the Building Control services data systems are robust, accurate and maintained

## **Supervision and Management Responsibility:**

- No supervisory or line manager responsibility

## **Budget and Financial Responsibility:**

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

## **Social Value Responsibility:**

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

## **Physical Demands of the Job:**

- Standing for short periods time
- Sitting for medium to long periods of time
- VDU working for long periods of time

## **Corporate Responsibility:**

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

## **Competency Framework:**

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we



treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

# Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

## Qualification and training

### Essential

- Competencies associated with NVQ Level 3 in Administration/Business Studies (A/I)

### Desirable

- Competencies associated with Quality Assurance and auditing in a Building Control setting
- Level 3 Certificate in Technical Support for Building Control
- ATT Level 2 Certificate in Accounting
- ICDL/ECDL Level 2

## Experience

### Essential

- Managing/co-ordinating/involvement of an ISO Quality Assurance system (A/I)
- Developing process maps & statistical reports to ensure delivery of service and demonstrate KPIs (A/I)

## Desirable

- Experience working within a Building Control Team in a technical support capacity
- Marketing in respect of a Building Control service
- Experience in assessing a plan in relation to Building Regulations to determine what building work has been undertaken and establishing what associated charge/fee is applicable

## Skills/Abilities

### Essential

- Excellent presentational skills (A/I)
- Excellent IT skills and the ability to use technology to improve service efficiency (A/I)

### Desirable

- Ability to communicate on all levels, both with other professionals and with members of the public
- Excellent report writing skills

## Commitment

### Essential

- The candidate must demonstrate a good understanding of equal opportunities and a commitment to the implementation of equal opportunities both within Building Control and in our relations with outside organisations and the public (A/I)

- The candidate must demonstrate a real commitment to the highest standard of service to our customer, particularly in a competitive environment (A/I)

## Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

## Other

## Desirable

- Hold a full clean driving licence