

# Job Description

**Job Role: Senior Technical Support Officer**

**Service: Building Control**

Role Structure	Role Details
Directorate:	Economy & Environment
Grade:	HC06
Location:	Plough Lane, Hereford
Responsible to:	Building Control Manager

**Main purpose of the role**

**The Dangerous Structures & Enforcement Officer (Non-RBI Status) will support the building control team and the council's legal department.**

**This role plays a key part in ensuring the Local Authority meets its obligations under the Building Act and contributes to the wider goals of improving building regulation compliance and help keep our residents safe.**

**The Dangerous Structures & Enforcement Officer is responsible for ensuring public safety by identifying, inspecting, and managing structures deemed dangerous or unsafe, and enforcing compliance with the Building Regulations and the Building Act 1984. This role involves a mix of emergency response, technical assessment, and formal legal action.**

**The postholder will support continuous improvement through feedback, collaboration, and process refinement**

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>Responding to Dangerous Structure Incidents: Attend reported incidents of dangerous structures (e.g., fire-damaged buildings, unstable walls, structures damaged by vehicle impact or extreme weather) on site, during normal working hours.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Site Inspections and Risk Assessment: Conduct thorough site inspections to assess the nature and extent of the danger. Carry out risk assessments prior to entering sites and use appropriate Personal Protective Equipment (PPE).</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>Public Safety Measures: Determine and arrange immediate actions to remove the danger and safeguard the public, which may involve cordon off the area, closing a street, or arranging for emergency contractors to carry out remedial works or demolition.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>Enforcement Action: Identify property owners and serve statutory notices requiring them to make the structure safe within a specified period. If owners fail to comply, or in cases of immediate danger, authorise necessary works and initiate legal action to recover costs from the owner.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>Investigation and Compliance: Investigate allegations of non-compliance with the Building Regulations and other allied legislation. This can include unauthorised building work or illegal works.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>Evidence Gathering and Legal Proceedings: Procure evidence of non-compliance, maintain accurate records and documentation (including photographic evidence), and potentially give evidence in court or at tribunals if enforcement action leads to prosecution.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>Advisory Role: Provide specialist and procedural advice to members of the public, building owners, agents, and other professionals regarding dangerous structures and enforcement procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>Liaison and Coordination: Work closely and maintain effective liaison with emergency services (police, fire service), other local authority departments (planning, environmental health), and external contractors.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>Demolition Control: Assist with the administration and inspection of proposed demolition works, ensuring compliance with conditions specified in demolition notices.</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>



# Person Specification

Requirements	Essential or Desirable	Identified by
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Relevant qualifications in building control, construction, or a related field (e.g., HNC/HND or degree).</li> <li>Competent IT skills, including use of Microsoft Office, email, and specific industry software/databases.</li> <li>Ability to work on own initiative and as part of a team, often in unpleasant or hazardous conditions.</li> <li>Strong communication skills, with the ability to handle conflict and aggression while remaining diplomatic and empathetic.</li> <li>Analytical thinking and the ability to use professional judgment to assess risk and determine appropriate action.</li> <li>A valid driving licence as the role involves significant site visits.</li> <li></li> </ul>	Essential	A, I
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>Knowledge of building construction and structural integrity principles.</li> <li>Knowledge of the Building Act 1984, Building Regulations, and related legislation.</li> <li>Experience in carrying out site inspections and making technical assessments of</li> </ul>	Essential	A, I



Requirements	Essential or Desirable	Identified by
building structures.		
<ul style="list-style-type: none"> <li>• Experience in investigating non-compliance and dealing with enforcement procedures.</li> <li>• Professional and courteous in stakeholder interactions.</li> <li>• Discreet and trustworthy when handling sensitive information</li> <li>• Comfortable working independently and as part of a wider team.</li> </ul>	Essential	A, I
<b>Skills and Abilities</b>		
<ul style="list-style-type: none"> <li>• Strong organisational skills with the ability to manage multiple tasks and meet deadlines.</li> <li>• Attention to detail and accuracy in processing documentation and maintaining records</li> <li>• Clear and professional communication skills, both written and verbal.</li> <li>• Ability to interpret, understand and apply guidance, regulations, and process maps.</li> <li>• Ability to work collaboratively across teams and with external stakeholders.</li> <li>• Analytical skills to monitor progress and escalate issues appropriately.</li> </ul>	Essential	A, I
	Essential	A, I



All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

The council's THRIVE core values are our guiding principles and beliefs that shape our culture and behaviour within the council. They help us to achieve our Council Plan vision "do our best for Herefordshire" acting as our DNA and the "way that we do things around here". We expect all colleagues to act as a role model by living our values and setting an example for others. Our values strive to promote a thriving workforce by fostering a culture of trust, being honest and responsible, inclusive, valuing people and resources and leading with empathy.

**Trust** - Developing and maintaining relationships based on a culture of transparency and open communication. Supported by integrity and the confidence that you are reliable and fulfil commitments.

**Honesty** - Demonstrating truthfulness, integrity, and transparency in all communications, decisions, and relationships. Being trustworthy, reliable, and accountable for your actions. Acting with sincerity and fairness, even in challenging situations.

**Responsibility** - Taking ownership of individual and collective actions, decisions, and delivering on commitments. Being reliable, fulfilling obligations and being accountable for outcomes and results. Proactively contributing to the achievement of your own, the team and council goals.

**Inclusivity** - Embracing diversity, equity and inclusion by recognising and valuing the unique perspectives, backgrounds and experiences of our staff, customers and residents. Creating an environment where every individual is valued, respected and can belong.

**Value** - Upholding high standards, ethics and integrity to guide our actions and decisions.

Demonstrating commitment to creating and delivering value in our work by recognising and appreciating each other, our resources, processes, customers, community and environment.

**Empathy** - Demonstrating a genuine and caring understanding of others' feelings, perspectives, and experiences. Listening attentively, acting with compassion, supporting with respect and kindness and considering the impact of our actions on others.

