

Management Group: Place

Department/Section: Development Management

Job Title: Building Safety Levy Officer

Reports to: Regulatory Systems Manager

Grade: Bexley10

Purpose of the job

This role plays a key part in ensuring the Local Authority meets its obligations under the Building Safety Levy and contributes to the wider goals of improving building safety and help keep our residents safe. The postholder will support continuous improvement through feedback, collaboration, and process refinement.

The Levy Collection Officer will make use of the Building Safety (England) Regulations 2025 to support the administration of Building Safety Levy processes, including determining levy chargeability and liability, issuing levy determination notices, arranging spot checks, receiving payments and issuing payment certificates, dealing with requests for reviews from developers and Quarterly Management Information & revenue transfer to the Ministry of Housing, Communities and Local Government (MHCLG).

The role involves collaboration with internal teams (e.g. Finance, Planning, Building Control) and external stakeholders (e.g. the Building Safety Regulator, Registered Building Control Approvers, developers), ensuring clear communication in line with Local Authority procedures.

This role contributes to timely and accurate levy collection in accordance with relevant regulations and financial protocols.

Principal accountabilities

Implementation

- Support the Local Authority's readiness for the Building Safety Levy go-live, including familiarisation with collection pathways and lifecycle processes.
- Attend MHCLG engagement sessions to gather insights, share feedback, and contribute to regional coordination and best practice.
- Monitor progress against implementation milestones and escalate risks or delays to relevant stakeholders.
- Liaise with IT providers to ensure system updates are delivered and tested ahead of launch; support internal upskilling and provide feedback to improve usability.
- Assist in setting up reporting mechanisms (e.g. DELTA platform) and financial processes to enable accurate fund transfers and performance tracking.
- Contribute to internal governance arrangements by helping define roles, responsibilities, and process linkages across departments.
- Administering the levy determination process, including reviewing submitted information, issuing levy determination notices.
- Processing levy payments and issuing payment certificates, in accordance with regulatory requirements and reconciling payments to the ledger in a cyclical manner
- Maintain accurate records and ensuring secure data handling within relevant IT and financial systems, in accordance with the Data Protection Act.
- Support the review and refund process by coordinating responses to client review requests, ensuring timely recalculations or confirmations of levy decisions, and facilitating the issue of revised notices or refunds in accordance with regulatory requirements.

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- Conducting verification spot checks of sets on submitted levy information to ensure compliance with regulations. This will include measuring plans, checking exemptions claimed against evidence provided and other information at the LA's disposal, checking correct application of the previously developed land rate.
 - Prepare and submitting quarterly transfer of MI & revenue to MHCLG.
 - Acting as a point of contact for levy-related queries, providing clear guidance to developers and internal teams.
 - Building and maintaining effective working relationships with internal departments and external stakeholders.
 - Monitoring regulatory updates and suggesting improvements to processes, systems, and documentation to enhance operational efficiency and compliance.
 - Support the existing CIL – Community Infrastructure Levy- process when needed by calculating CIL charges, processing developer claims, tracking developer commencement notices, chasing overdue payments

Organisational Control and Development

- Contribute to internal governance arrangements by helping define roles, responsibilities, and process linkages across departments.
- To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.
- To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Staff Management and Development

- a) The post holder is not expected to directly supervise any personnel. However indirectly the post holder is expected to coordinate with BC Tech personnel, BDC/DC Management, DC planners and corporate finance.
- b) Provide input on resourcing and operational readiness and supporting the Local Authority's strategic planning for levy administration.

Personal Effectiveness

- a) To present timely and relevant advice and information to Members and to ensure that Group Leaders are briefed on major and sensitive issues.
- b) To deal promptly with all matters requiring the post holder's personal attention.
- c) To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and knowledge to satisfy the requirements of the post.
- d) To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those developers

Person Specification

Management Group: Place

Department/Section: Development Management

Job Title: Building Safety Levy Officer

Job Family: Senior Support Staff

Selection Criteria	Essential/ Desirable (E/D)	Method of Assessment (see key)
(a) <u>Education and Formal Training</u>		
Educated to GCE A level or equivalent level 2 qualification, including English and Mathematics	E	A
Certification/ Degree in built environment, town planning, or a related field	D	A
(b) <u>Relevant technical experience, knowledge & skills/abilities</u>		
Experience in administrative roles (preferably within a local authority or public sector setting although not essential)	E	A/I
Understanding of planning legislation, specifically CIL and Section 106 regulations.	E	A/I
Familiarity with financial processes such as invoicing, payment tracking, and reconciliation.	E	A/I
Understanding of planning or building control procedures and regulatory frameworks.	E	A/I
Awareness of data protection and confidentiality standards.	E	A/I
Working knowledge of IDOX/Uniform and Exacom/ Obligations Suite	E	A/I
Experience in stakeholder engagement, including internal departments and external partners.	E	A/I
Strong organisational skills with the ability to manage multiple tasks and meet deadlines.	E	A/I

Attention to detail and accuracy in processing documentation and maintaining records.	E	A/I
Clear and professional communication skills, both written and verbal.	E	A/I
Ability to interpret, understand and apply guidance, regulations, and process maps.	E	A/I
Able to use Office software (e.g. Microsoft Excel, Word, Outlook) and data management systems.	E	A/I
Ability to work collaboratively across teams and with external stakeholders.	E	A/I
Analytical skills to monitor progress and escalate issues appropriately.	E	A/I
Ability to measure plans and analyse exemptions claimed/previously developed land discount claimed.	E	A/I
Personal Attributes		
Proactive and adaptable, with a willingness to learn and respond to evolving priorities.	E	A/I
Reliable and committed to delivering high-quality administrative support.	E	A/I
Professional and courteous in stakeholder interactions.	E	A/I
Discreet and trustworthy when handling sensitive information.	E	A/I
Comfortable working independently and as part of a wider team.	E	A/I

English Language Requirements for Public Sector Workers. Include these criteria where it is an intrinsic and regular part of the role to speak to members of the general public either face-to-face or over the telephone:

E

A/I

Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary.

Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation.

Ability to listen to customers and understand their needs.

Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.

(c) Other Additional Requirements

KEY:

I = Interview, A = Application Form, AT = Ability Test, PQ = Personality Questionnaire,

P = Presentation, PE = Practical Exercise, DBS = Disclosure & Barring Service, DL = Driving Licence

Applicants will be assessed against these criteria and the following high-performance indicators throughout the recruitment process.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands	I routinely look for innovative and cost-effective ways to improve performance and customer service
	I am prepared to take managed risks to achieve better outcomes	I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future
	I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives	I take responsibility for my service and for making things happen to make a difference to my service users
	I am willing to take difficult decisions	I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work
	My personal actions promote a positive image of Bexley	I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers	I encourage the feeling that the team is a collective unit with shared goals
	I recognise the right solution, regardless of who initiated it	I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council
	I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I network internally and externally
Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution	I seek regular service user feedback and review customer

	I prepare and present information anticipating questions and problems	data to shape service improvements
	I adapt my style to the audience and their needs, using the most appropriate communication channels	I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them
		I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective	I am accessible to my service users, customers, staff and Members
	I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs	I communicate and share a clear vision for the bigger picture as well as specific service areas
	I seek to build and maintain positive relationships with customers and partners	I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents	I design services that provide value for money and deliver our outcomes, informed by evidence
	I take responsibility for making things happen and achieving my objectives	I produce, prioritise and adapt plans to meet changing requirements
	I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I set interim goals to achieve notable wins on the way to larger objectives
		I deal with poor performance
