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| http://fred2/sites/teams/SMT/Comms/Team%20Documents/Corporate%20Logos/East%20Suffolk%20logo/2.%20Digital%20-%20Screen%20Use%20-%20Low%20Res/East%20Suffolk%20Logo%20-%20Screen%20-%20Colour%20-%20Unboxed%20-%20PNG.png | **Job Title:** | **Planning Technical Support Officer** |
| **Service Area:** | **Planning and Coastal Management** |
| **Team:** | **Planning Support** |
| **Salary:** | **Band 3 (SCP 7 - 11)**  |

**Job Description**

**Main Purpose of Job:**

To provide technical administrative support to the Development Management, Planning Policy and Building Control Teams, and generally assist with the administrative processes and efficient operation of these teams.

To provide advice, information and resolution for a range of customer enquiries, ensuring excellent customer experience and value for money.

**Our Values:**

You will be expected to work in line with our values which are:

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| **Proud** - Believing in who we are, what we do and where we live |
| **Dynamic** - Transforming the future with you in mind |
| **Truthful** - Honest and clear in all we do |
| **Good Value** - Delivering outstanding services, smartly and economically |
| **United** - Whoever we work with, we work as one team |

**Key Responsibilities:**

1. To deal with general enquiries from members of the public by telephone, letter, e-mail, including those related to the submission of applications.
2. To provide advice, information and resolution for a range of customer enquiries, ensuring commitments made to the customer are acted upon in a timely manner and in line with the Planning Service Standards.
3. To have knowledge of and be able to support customers to use all digital platforms used by the Council to access information and to handle customer enquiries.
4. To proactively seek out and resolve potential issues before they arise, escalating more complex issues as appropriate.
5. To process Planning and Building Regulation applications using the Council’s Data Management and GIS system. This will include the registering and validation of new applications, dealing with incomplete applications, consultation with consultees / neighbours and logging responses.
6. To validate Planning/Building control applications and support line managers in advising applicants/agents when applications are invalid and what additional information is required.
7. To retrieve information from computerised data, microfiche, registers, files and other records including applications and consultation responses submitted electronically.
8. To carry out indexing and redaction of documents in to the Corporate Document Management System. These may include both hard copy documents and those received electronically in compliance with current GDPR.
9. To ensure that the statutory obligations of the Local Planning Authority are met with regard the placing of advertisements.
10. To maintain both manual and computer records/filing systems accurately and up-to-date.
11. To issue receipts and invoices as required by Planning and Building Control Services.
12. To build relationships with colleagues and customers, inspiring their trust in both Planning Services and the Council.
13. Actively promote the Planning and Building Control services, utilizing a business approach to commercial awareness, identifying opportunities, obtaining leads and encouraging repeat business.
14. To help achieve the tasks and improvements contained in the Development Management Service Plan and carry out duties in such a way as to Meet the principles of a Quality Management System eg ISO:9001:2015.
15. To recommend service improvement opportunities both within the Planning Services and the wider Council. Participate in benchmarking with other authorities to assist in the development of ideas and plans to improve the service.
16. To undertake such other duties as may reasonably be required compatible with and/or arising from those listed above.
17. To promote and adhere to the workplace values of our organisation.

**Line Manager: Planning Services Support Team Leader**

**Responsible for: N/A**

**Political Restriction:** This post is not politically restricted.

Note: This is a description of the job as it is constituted at (**July 2023)** but, as the organisation develops, it may be necessary to vary the duties and responsibilities from time to time. It is the practice of the Council to periodically review Job Descriptions to ensure that they relate to the job as being performed or to incorporate whatever changes may be necessary. It is the Council’s aim to reach agreement to such reasonable changes with the postholder but if agreement is not possible the Council reserves the right to insist on changes to the Job Description after consultation with the postholder.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Knowledge and Experience:** | * At least 2 years’ keyboard/typing experience either in a public or private organisation.
* Experience with Microsoft Office Products.
* Experience of working in a busy administrative role and/or office environment.
* Experience of working in a customer focussed environment, and offering advice and guidance.
 | * Broad understanding of planning service areas: Development Management, Building Control, Planning Policy.
* Knowledge of Planning and Building Control legislation and procedures.
* A working knowledge of IDOX / CAPS / Information@Work, planning and building control modules and Document Management Systems.
* Knowledge of Council area and structure
* Knowledge of Council services and procedures
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| **Skills and Abilities:** | * Excellent interpersonal and communication skills.
* Good telephone manner and listening skills.
* An ability to relate effectively with other officials, external agencies, elected members and the public.
* Able to display a confident, professional and positive approach to customer care at all times.
* Self motivated, adaptable, and enthusiastic.
* Ability to work independently as well as work effectively as part of a team.
* Ability to meet deadlines and to work effectively under pressure.
* Ability to prioritise workload and demonstrate time management skills.
* Ability to accept changing priorities.
* Able to deal on a daily basis with confidential matters sensitively.
* Able to handle interruptions.
* Accuracy with attention to detail.
* Computer literate with good keyboard skills.
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| **Education and Training:** | * 4 GCSE’s including English Language and Maths or equivalent
 | * NVQ Level 3 in Business Administraton or Equivalent
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| **Other Requirements:** | * A commitment to own development and to supporting training and development initiatives.
* Promote a positive communication across the organisation, encourage constructive relationships and develop staff feedback methods.
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