

# Job Profile



<b>Job Title</b>	Planning Support Officer
<b>Team</b>	Planning Support
<b>Reports to</b>	Planning Performance Team Leader
<b>Politically restricted Y/N</b>	N
<b>DBS check Y/N</b>	N
<b>Date</b>	November 2018

## Job purpose

To be responsible for the provision of technical, administrative and procedural support and advice for the Councils Development Management Service users.

## Torrige's Core Values

### **Working with people**

Works effectively with people inside and outside of Torrige Council to deliver and develop our service. Builds respectful, positive, and productive relationships with all.

### **Delivering excellent customer service**

Puts the needs of our customers first, be they internal or external. Does their utmost to deliver a high quality service.

### **Adapting and responding to change**

Able to adapt to changes and face future challenges with positivity and open-mindedness. Embraces innovative ideas that improve our service.

### **Displaying and promoting professional integrity**

Works honestly, transparently, and responsibly at all times. Holds themselves to high ethical standards, such as by committing to implement anti-discriminatory and equal opportunities policies

## Main duties and responsibilities

- Maintain timely and accurate records in relation to new Planning applications and preliminary enquiries.
- Maintain timely and accurate records in relation to all additional information received that may affect/contribute to a planning application/ enquiry or enforcement case.
- Using planning guidance and legal directives decide the appropriate communication method to ensure legal compliance for each application.
- Maintain timely and accurate records in relation to information supplied from multiple sources, ensuring the information is in the correct format and meets legal planning requirements, and where necessary in line with Data protection.
- Maintain on-line records of planning information, ensuring the information is in line with Data protection legislation.
- Ensure correct notifications and decision documents are forwarded to the customer in accordance with the regulations and Council(s) policies.
- Calculate and provide information on planning fees, ensuring the correct fee for each application type, using Government regulation and legislation.
- Obtain, correctly interpret and record accurate information, which other officers rely on.
- Undertake all Development Management support administration in accordance with the Regulations, Schemes and Council's policies and procedures.
- Co-ordinate the preparation, printing and publication of guidance documents.
- Co-ordinate initial appeal documentation for submission to the Planning Inspectorate.
- Ensure financial procedures relating to procurement are adhered to.
- Responsible for raising purchase orders, invoicing, issuing of refunds and reconciliation of receipts as required for audit purposes.
- Represent the Planning functions at meetings providing support as needed – Committee, Agents Forum, Parish Council meetings.
- Responsible for the processing of Land Charge Search enquiries for the Planning and Building Control Departments by researching map based and computer records and determining relevant planning and building control applications and statutory and non statutory designations e.g. Listed Building, Tree Preservation Order, Conservation Area, Revocation Order, Enforcement Notice, Compensation Claims, etc

## Dealing with customers` enquiries and information

- Respond to enquiries from customers, by telephone, face-to-face, electronically or in writing, in accordance with Government regulations, guidance and the Councils Schemes and customer service policy on matters relating to Development Management.
- Respond appropriately and proficiently to customers enquiries by the skilful application of knowledge and experience of planning, and in respect of all types of customer enquiry.

- Explain complex matters in terms the recipient will be able to understand and to employ tact, diplomacy or a persuasive approach, as necessary. This applies to all types of communication.

### **Liaising with others**

- Liaise effectively with colleagues and other stakeholders (customers, Member, Agents) to exchange information on matters associated with timely and accurate planning/enforcement/conservation information and also other council business provided that it falls within the constraints of Data Protection.

### **Supporting tasks and other duties**

- Ensure representations, appeals and complaints are passed to the relevant officers for appropriate action, within appropriate time scales.
- The post holder must have the ability to train staff.

### **Other duties:**

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

### **Health & Safety:**

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer, and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this policy and comply with its content.

### **Risk Management:**

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Manager.

### **General Data Protection Regulations:**

It is the responsibility of the postholder to ensure that the organisations requirements for compliance with the General Data Protection Regulations are met.

### **Single Equality Scheme:**

The Council has a Single Equality Scheme which gives clear guidance on the responsibilities of both the employee and the employer. All employees must be familiar with and comply with all aspects of the Scheme.

### **Safeguarding Children and Adults at Risk:**

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.



Skills	Method of Assessment
<b>Essential</b>	
Good organisational skills	A & I
Flexible approach to the role	A & I
Excellent verbal and written communication skills	A, I & AB
Numerate and able to interpret statistical data	A & I
Ability to prioritise and manage own workload	A & I
Ability to work as part of a team	A & I
Ability to manage change	A & I
Ability to meet tight deadlines	A & I
Technical ability and understanding	A & I
Ability to absorb and interpret complex legislation	A & I
<b>Other job related requirements</b>	
Ability to carry out the duties of the post with reasonable adjustments where necessary	A
Commitment to implement anti discriminatory and equal opportunities policies	A & I
Ability to travel according to the needs of the job with reasonable adjustments, if required, according to the Equality Act.	A