

Northumberland County Council

JOB DESCRIPTION

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| Post Title: Technical Support Officer | Director/Service/Sector: Planning & Economy - Planning Services | | Office Use |
| Band: 4 | Workplace: Area Office location in North, West or South East Areas or Central team | | JE ref: 2103 HRMS ref: |
| Responsible to: Central Registration & Technical Planning Team Manager | Date: August 2011 | Manager Level: - | |
| Job Purpose: To provide full administrative support to the professional staff in the Development Management team in the fulfilment of the Council's statutory duty relating to the Planning Acts. To input applications to and manage the various expert planning and GIS software systems and databases used by the team To be the first point of contact for members of the public and others generally and particularly when Planning Officers are not available | | | |
| Resources | Staff | None | |
| | Finance | Responsibility for raising orders or processing invoices in a particular area of work | |
| | Physical | Shared responsibility for the physical resources used by the area technical admin team including work-stations, IT hardware and software, and equipment used in admin duties. Capture, input and maintain key development management information relating to the area level. | |
| | Clients | Shared responsibility for the general satisfaction of those who use the service. Assist with the application of planning policies, procedures and services. | |
| Duties and key result areas: | | | |
| <ol style="list-style-type: none"> 1. Undertake the full range of administrative support for development management including data entry, filing, scanning, photocopying, faxing, arranging meetings and taking minutes as necessary. 2. Effectively respond to and deal with general written, telephone, electronic and personal service enquiries from members of the public, planning professionals and other interested parties, providing service users with information that satisfies their need. This to be undertaken in accordance with the service's established procedures and quality standards. 3. Validate and Register Planning Enquiries and Applications, both electronically and manually, to include receipt of the application and necessary fee, ensure all necessary documentation is enclosed with the application, compilation of electronic and manual application files, scanning of applications, carrying out consultations maintaining the Planning Register and ensuring the files are passed to the Planning Case Officer within the specific deadline. 4. Prepare and issue Planning Decision Notices under the supervision of the Central / Area Development Manager. This includes the inputting of information on to the computer system, the printing of all appropriate statutory documentation, the stamping of submitted plans and issuing the notice to applicants/agents. 5. Provide technical admin support in relation to preparation for the Central and Area Planning Committees including agenda compilation, notification of third parties and preparation of power point presentations 6. Assist professional staff in accordance with service standards, with investigations and assessments in connection with caseload. 7. Maintain appropriate work records relating to the work within the area to the required service standards, observing data protection and confidentiality rules and procedures. 8. Act as a point of contact for applicants or consultees wishing to contact a planning officer in connection with an enquiry or application, arranging meetings and taking minutes as necessary 9. Complete planning questions on the Local land Charges Searches and dealing with Personal Searches. 10. Carry out the technical admin support in relation to planning appeals including completion of appeal questionnaires, notification of consultees and third parties, and support in preparation of appeal documentation 11. Undertake information gathering, data analysis, etc, using specialist planning software, GIS and general ICT systems, in accordance with service procedures, to assist in the production of timely and accurate management information and statistical returns in relation to development management. This research to include monitoring customer care feedback. Prepare reports for the team manager and the Head of Service 12. Maintain the Planning filing system, to include regular and timely filing, scanning and indexing, digital archiving and disposal of files as necessary and deal with requests from public for copies of plans/documents including the receipt of handling of appropriate fees | | | |

13. Maintain an effective system of financial control for the team, including fee checking, ordering, invoicing, purchasing and maintenance of financial records, etc, in accordance with the Council's financial regulations and in consultation with the team manager.
14. Monitor and maintain adequate supplies of departmental stationery, forms, paper and re-ordering when necessary.
15. Administer the post system, including the opening, scanning, registering and distribution of incoming, internal and out-going mail.
16. Assist in applying policies, procedures, strategies and effective communication to bring the service's business plans and objectives into effect
17. Adopt effective and constructive relationships with colleagues and external contacts, in order to promote delivery of high quality services.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post particularly in support of the development management team as required and the grade has been established on this basis.

Work Arrangements

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| Transport requirements: | The work may occasionally involve working from another area office |
| Working patterns: | Flexi hours |
| Working conditions: | The work is office based |

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PERSON SPECIFICATION

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| Post Title: Technical Support Officer | Director/Service/Sector: Planning & Economy - Planning Services | Ref: 2103 |
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| Essential | Desirable | Assess by |
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| Knowledge and Qualifications | | |
| A good standard of general education demonstrating numeracy and literacy. Knowledge of the operational and procedural issues relating to the Development Management service. Demonstrates an awareness and commitment to proactive customer care and services. | NVQ Level 3 or equivalent in Administration. | |
| Experience | | |
| Recent experience in DC or DM support or recent experience in a business support role, in a relevant context and service Experience in working on customer centred services including face to face interaction with customers. Experience in using Microsoft Office and specialist software systems | Experience in using DC/DM Software applications | |
| Skills and competencies | | |
| Effective IT skills, aptitude with specialist software and able to use ICT to achieve work objectives. Able to apply own initiative to overcome day-to-day operational problems. Can communicate effectively using verbal, written and IT skills with colleagues, service users and the public Remains calm and logical in stressful and busy situations. Ability to work methodically and systematically with only general direct supervision | | |
| Physical, mental and emotional demands | | |
| Normally works from a seated position when within the office Need to maintain general awareness with periods of enhanced concentration. Some contact with public/clients on planning application issues | | |
| Other | | |
| Dependable, reliable and a good timekeeper. Displays high standards of honesty, integrity, openness and respect for others. | Helps managers to create a positive work culture, in which diverse, individual contributions and perspectives are valued. | |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits