JOB PROFILE

Job Title:	Planning Technical Support Officer (Major Projects and Development Management)
Service Area:	Development Management – Technical Support
Grade:	4
Reporting Manager:	Planning Technician
Direct reports:	None

Job summary:

To provide an efficient and cost effective, high quality, computer based technical support service to professional planning staff in dealing with all aspects of the planning function and including the receipt, processing and determination of applications in pursuance of the Town and County Planning Acts.

Key responsibilities:

Checking validity of planning applications and correctness of fees.

Registration of valid applications.

Contacting applicants/agents in respect of invalid applications and securing remedy or arranging for any necessary fee refund.

Producing standard letters of acknowledgement, notification, consultation, decision letters etc

Plotting applications onto Uniform Map.

Production of press and site notices in respect of planning applications.

Logging representations on planning database and redacting sensitive information.
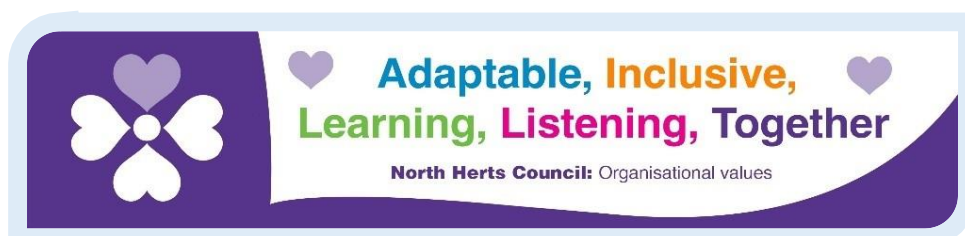
Production, checking and dispatch of Decision Notices.

Production of weekly lists of applications lodged and decisions made.

To have a flexible approach to work in all areas of the Development Management Service, and be prepared to help other members of the team as and when required

To undertake work which helps achieve the Technical Support Team objectives and improvements to the service.

To undertake such other duties as may be required within Technical Support Team commensurate with the level of this post.

Adaptable, Inclusive, Learning, Listening, Together

North Herts Council: Organisational values

Other Responsibilities:

To ensure that all dealings with staff and the public are conducted within the Council's Equal Opportunities framework.

To comply with all relevant legislation to ensure effectiveness in the role.

To create and maintain authentic, timely and reliable records in relation to your duties. To take due care and attention when gathering, recording and manipulating data and to have regard to guidance issued by the Council in connection with data management.

To have regard for the duty of care of information (with particular reference to the Data Protection Act and Freedom of Information Act) gained during the course of employment that relates to other employees, the public, contractors, Elected Members, etc.

They must familiarise themselves with the health and safety aspects of their work and avoid contact which would put at risk the health and safety of themselves and other people including visitors, contractors and members of the public.
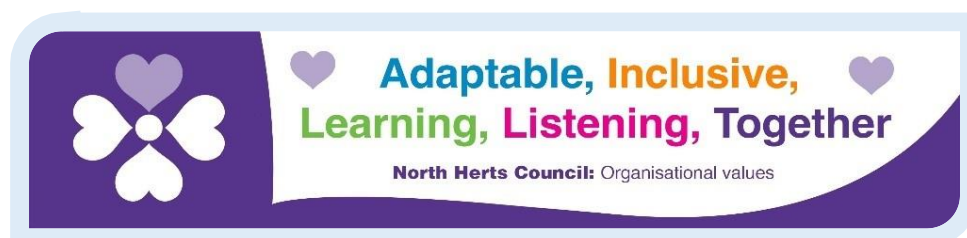
To undertake other duties which may arise or as may be delegated from time to time, appropriate to the grade of the post.

To be aware of and work in accordance with the Council's safeguarding policies and procedures in order to safeguard and promote the welfare of children and adults at risk, and to raise any concerns relating to such procedures which may be noted during the course of duty.

Please follow this link to read your general responsibilities:
General responsibilities for employees | North Herts Council (north-herts.gov.uk)

Key Requirements:		Essential desirable
Qualifications:	Educated to GCSE standard or equivalent	E
Job related experience & knowledge:	Minimum experience of 1 years working in a technical field	E
	Excellent keyboard skills and use of Microsoft Windows and Microsoft Office suite of programmes.	E
	Ability to read and interpret maps, plans and technical drawings and to use specialist geographical information systems/planning software.	D
	Knowledge and experience of using Unform	D
	Experience of working effectively with individuals, teams, customers, partners, and staff, understanding the functions and needs of the service and the organisation as a whole.	E
	Experience of engaging and communicating positively with a wide range of customers including internal colleagues, members of the public	E

Adaptable, Inclusive, Learning, Listening, Together

North Herts Council: Organisational values

	Experience of working to deadlines through excellent time-management skills	E
	Experience of working in an environment that requires high levels of accuracy and attention to detail	E
Skills & attributes required for the role:	Demonstrable keyboard skills, computer ability, knowledge and use of Microsoft Windows and Microsoft Office, particularly Word and Excel	E
	Experience of using a document management system and managing records	E
	Experience working in an office-based environment with previous experience in an information-providing and information–handling work environment	E
	Experience and knowledge of working with administrative processes and procedures	E
	Confident and excellent telephone and writing skills	E
	Skills dealing with elected members and a range of stakeholders.	E
Other:	Experience of working as part of a team.	E
	Willingness to learn and make best use of knowledge and information	E
	Able to adopt an agile working approach in response to working requirements.	E

Signed……………………………………………

Date…………….……………………………