# Sefton Council 불

## **Job Description**

Directorate:	Place	Location:	Magdalen House			
Department:	Built Environment	Post No:				
Section:	Planning Services					
Post:	Senior Technical Support Officer (Development Management)					
Grade:	Grade F	nment Post No: ervices echnical Support Officer ment Management)				
Responsible to: Team Manager						
Responsible for:						

#### Job Purpose

To provide support to the team manager through the delivery of a quality Planning service; to undertake clerical and technical duties within the section.

#### **Main Duties**

- 1. Allocate work and monitor workloads of team members to ensure most effective use of resources
- 2. Validate the full range of applications for planning and related applications, including listed building, conservation area, tree works and discharge of conditions applications, in accordance with up to date legislation and guidance, and in accordance with appropriate timescales.
- 3. Calculation and collection of fees for applications.
- 4. Administer pre-application process for development management
- 5. Liaise with colleagues and external agencies to ensure the timely completion and submission of planning appeal documentation.
- 6. Provide data input and administrative support in the planning services to ensure departmental and service targets are met.
- 7. Ensure the accurate and timely transfer of data between external systems and back office systems; eg planning portal applications, competent persons notifications, NLIS land searches.
- 8. Provide excellent customer service by telephone and at the public reception facility.
- 9. Provide general advice, both written and verbal, on planning service matters.
- 10. Assist in the processing of correspondence, reports and other documents.

- 11. Maintenance of databases, providing information to the Department, involving inputting details, generating documents and standard reports.
- 12. Provide training and coaching support to other members of staff to ensure effective use of resources.

#### **Organisation Chart**

See attached sheet

#### **Qualifications And Experience**

See person specification

#### **Special Conditions**

- The postholder must be aware of, and be able to observe, the confidentiality of aspects of the work.
- A high standard of customer care is required at all times.
- A flexible working time system is currently in operation.
- The postholder will be expected to attend training events relevant to the duties of the post

#### General

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The postholder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

Prepared by: Name Debbie Robinson Designation Support Manager Date November 2011

# Person Specification Senior Support Officer – Development Management

		Accordent
Personal Attributes Persuired	Essential (E) or	Assessment Method
Personal Attributes Required	Desirable (D)	Method
Qualifications		
1. Good standard of numeracy and literacy	Е	C/A
<ol> <li>Good standard of numeracy and literacy</li> <li>European Computer Driving Licence/ CLAIT Level 2</li> </ol>	D	C/A
3. NVQ Level 2 in Customer Care	D	C/A
Experience		
	_	
1. Previous experience of an office environment	E	A/I
	<b>–</b>	Α /Ι
2. Advanced use of applications with Microsoft Office software	E	A/I
2. Delevent experience of working in a least exterity planning	Е	A/I
3. Relevant experience of working in a local authority planning, building control or land charges environment	L.	771
building control of Tand charges environment		
4. Day to day supervision of resource allocation to ensure timely	E	A/I/T
completion of tasks		
5. Validation of full range (including complex) planning and related	E	A/I
applications		
	П	A/I
6. Training and coaching in an office environment	D	AVI
Knowledge/Skills/Ability		
1. Good understanding of planning and/or building control	Е	A/I
legislation and procedures		
2. Use of MapInfo/MapX/MapXtreme GIS software for data capture	E	A/I
and interrogation		
	_	Λ /Ι
3. Advanced use of planning, building control or land charge	E	A/I
application software		
	D	A/I
4. Ability to be flexible and learn new techniques	U	, , ,
5. Excellent interpersonal and communication skills – oral and	Е	A/I/T
written	_	
WIIICON		
6. Ability to work effectively as part of a team	Е	A/I
		A /I
7. Ability to work effectively on own initiative	E	A/I
	E	A/I/T
8. Ability to produce detailed and accurate work within set deadlines	E	<i>1</i> 771771
Special Requirements		
None		
accoment Mathed Kayu A: Application form C: Cartificate I: Interview	· · · ·	

Assessment Method Key: A: Application form, C: Certificate, I: Interview, T: Test

### FORM JA1 – JOB ANALYSIS : ASSESSMENT OF DEMANDS ON INDIVIDUALS JA1 : Issue 2 : July 1999

#### Job : Senior Support Officer (DM)

Dept: Built Environment – Planning Services

Location : Magdalen House

Name of postholder (where known/applicable): NOT KNOWN AT PRESENT

Form completed by: Debbie Robinson

#### Date: November 2011

Significant Features Associated with the Job	Insignificant/ Not applicable	Indicative Level of Significance (For completion by Sefton MBC) Low High						Personal Assessment (For completion, where appropriate, by Occupational Health Personnel)				
		4	2	3	4	5	A	B	<b>G</b>	Ð		
PHYSICAL REQUIREMENTS												
Exertion (other than lifting)		≁										
Lifting – HSE guideline maximums	৵											
Repetitive movements: Upper limb :			√									
Prolonged sitting, standing or static posture			≁									
Bending, stooping, twisting or stretching			≁									
Climbing stairs		√										
Use of ladders, scaffolding, other equipment or tasks requiring good balance	≁											
Use of respiratory protective equipment	≁											
Precise hand co-ordination/dexterity			≁									
SENSORY REQUIREMENTS:												
Sensory work with colours/requirements to distinguish perception of fine visual detail/good visual performance			৵									
Auditory performance (hearing)			√									
CONTACT/EXPOSURES:												
Exposure to high noise levels – 1 <sup>st</sup> Action Level, + 2 <sup>nd</sup> Action Level or Peak Action Level	≁			-	+							
Contact with body fluids	-√											
Contact with potentially infectious micro- organisms: NONE:	৵											
Exposure to other hazardous substances, including sensitisers:	৵			-	+							
<ul> <li>Specify the substance(s) and whether</li> <li>exposure is via inhalation, ingestion or skin</li> <li>contact; - NONE</li> </ul>												
Contact with vibrating surfaces/equipment	৵											
PHYSICAL CONDITIONS:												
Work at height (above 2 metres)	√											
Work below ground	√											
Work under high/low air pressures	৵											
Adverse weather/temperatures	৵											
Work in confined spaces	৵											

Significant Features Associated with the Job	Insignificant/ Not applicable	Indicative Level of Significance (For completion by Sefton MBC) Low High					Personal Assessment (For completion, where appropriate, by Occupational Health Personnel)				
		1	2	3	4	5	A	B	C	Ð	
NON-PHYSICAL DEMANDS		+	ź	3	4	Ð	~	Ð	÷	Ð	
Managerial responsibilities (accountabilities/ planning)		≁									
Work under pressures of time/service delivery			-√								
Nightwork	√										
On call/irregular/unpredictable hours/shift work/unpredictable hours	৵										
Work in isolation			4								
Work requiring keep concentration and/or concentration for long periods of time			¥								
Contact with client/customer group			4								
Responsibility for people: NONE		≁									
- customors, staff clients, customers etc.											
Contact with potentially abusive/violent clients or others		≁									
Specialist knowledge/skills			৵								
Decision making			4								
Responsibility for resources – NONE	≁										
Work with limited/restricted resources			-√								
Mundane Tasks		৵									
Potential for poor results given account of input/effort			≁								
OTHER:											
Driving – NONE - specify car, PSV, HGV, motorcycle, other											
Use of mechanical equipment	√										
Use of visual display equipment (see Sefton's criteria for classification of display screen users)			≁								
Other - specify											
1											
2											
3											
4 5											
Ð											

OCCUPATIONAL HEALTH ASSESSMENT (FOR COMPLETION BY MEDICAL SERVICES)

- A. Full function
- B. Sufficient function to undertake required tasks.
- C. Insufficient function to undertake required tasks.
- D. No function.

Note: Function refers to the individuals' physical or mental ability to undertake tasks associated with the identified job feature.

Further details should be included in supporting reports, for example, any adjustments that are needed and the permanent or temporary nature of the function status. Please indicate whether there is an accompanying report.

Yes/No