

Directorate:	Place	Location:	Magdalen House
Department:	Built Environment	Post No:	
Section:	Planning Services		
Post:	Senior Technical Support Officer (Development Management)		
Grade:	Grade F		

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

Personal Attributes Required	Essential (E) or Desirable (D)	Assessment Method
Qualifications <ol style="list-style-type: none"> Good standard of numeracy and literacy European Computer Driving Licence/ CLAIT Level 2 NVQ Level 2 in Customer Care 	E D D	C/A C/A C/A
Experience <ol style="list-style-type: none"> Previous experience of an office environment Advanced use of applications with Microsoft Office software Relevant experience of working in a local authority planning, building control or land charges environment Day to day supervision of resource allocation to ensure timely completion of tasks Validation of full range (including complex) planning and related applications Training and coaching in an office environment 	E E E E D	A/I A/I A/I A/I/T A/I A/I
Knowledge/Skills/Ability <ol style="list-style-type: none"> Good understanding of planning and/or building control legislation and procedures Use of MapInfo/MapX/MapXtreme GIS software for data capture and interrogation Advanced use of planning, building control or land charge application software Ability to be flexible and learn new techniques Excellent interpersonal and communication skills – oral and written Ability to work effectively as part of a team Ability to work effectively on own initiative Ability to produce detailed and accurate work within set deadlines 	E E E D E E E E	A/I A/I A/I A/I A/I/T A/I A/I A/I/T
Special Requirements None		

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

~~JA1 : Issue 2 : July 1999~~

~~Dept: Built Environment – Planning Services~~

~~NOT KNOWN AT PRESENT~~

[illegible]

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

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