



**JOB DESCRIPTION (JD)  
AND EMPLOYEE  
SPECIFICATION (ES)**  
Standard Template

<b>JOB TITLE:</b>	Development Management Technical Support Officer		
<b>GRADE:</b>	G6	<b>SERVICE AREA:</b>	Planning and Building Control
<b>JOB CODE:</b>	D0104 JE checked 24/03/2022		
<b>REPORTS TO:</b>	Team Leader Planning & Building Control Technical Support / LLPG	<b>LOCATION:</b>	Civic Centre
<b>SPECIAL CONDITIONS:</b>	<ul style="list-style-type: none"> <li>• Out of hours support at the Planning Committee as and when required.</li> <li>• Casual Car User Allowance</li> <li>• This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers.</li> </ul>		

**1. Main purpose of the job role:**

- Ensure the provision of an efficient service in the registering of planning applications.
- Operate a customer focused telephone and First Stop Shop service to users of the Development Management service in response to technical support enquiries.
- To provide assistance/cover for the Building Control Technical Support team as and when required.

**2. Role specific duties and accountabilities:**

1. To perform the Council's legal and statutory responsibilities and obligations for the registration all planning applications in line with current legislation, guidance or best practice.
2. Proven ability to validate all categories of planning applications including the more complex major applications and ensuring the correct calculation of all associated planning fees in line with current legislation, guidance or best practice.
3. To accurately process planning applications using decision making skills on determining constraints that should and should not form part of the planning application.
4. Carry out consultation as required with all internal and external consultees.
5. Determine the need for other approvals, permits, agreements etc and advise applicants or members of the public accordingly.
6. To respond to telephone enquiries internal/external organisations and members of the public, resolving issues where possible omitting the need to pass to Planning/Building Officers.

7. To provide assistance to outside organisations/professionals/members of the public calling in person for advice at the Councils First Stop Shop.
8. To provide technical support as and when required for the Building Control service.
9. Responsible for meeting performance targets for the registration of planning applications to support the services overall targets set by Communities and Local Government and the Office of National Statistics National Indicator NI157 or subsequent performance targets including Best Value.
10. Input, maintain and retrieve information using the services computer systems such as the strategic Planning and Building Control System.
11. To produce statistical / information reports for the service as and when required.
12. To access, interpret, collate and accurately record information stored on the councils GIS systems such as Mapinfo and other records in order to provide accurate validation and registration of planning applications.
13. Undertake all technical support aspects relating to the preparation for Planning Committee such as manipulating and editing videos, photographs and drawings using video editing software and photographic packages such as Adobe Photoshop.
14. To conduct site visits including inclement weather
15. To operate video equipment for the production of video footage for the Planning Committee presentation
16. Provide out of office hour's technical support at Planning Committee as and when required.
17. Must be able to work on own initiative, with minimum supervision. A high level of concentration is required and meticulous attention to detail is called for.
18. Proven ability to act in a deputising capacity as and when required for the Team Leader, supervising work load.
19. Proven consistent achievement of high levels of individual performance.
20. To undertake such other duties appropriate to the grading of the post as instructed by the line manager.

### **3. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



<b>JOB TITLE</b> Development Management Technical Support Officer	<b>GRADE</b> G6	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b><u>Behaviours:</u></b>		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
<b>Abilities/Skills:</b>		
Excellent written and verbal communication skills	A/I	3
Good organisational skills	I	3
Excellent IT skills	A/I	2
Ability to prioritise own work load taking personal ownership of queries and problems	A/I	3
Have the ability to work on own initiative to tight deadlines, liaising with the Senior DCTS Officer on any major work issues	A/I	3
Ability to manage own performance and development plans	A/I	2
Demonstrate the ability to deal with reconciliation of fees	A/I	3
Ability to understand and interpret various Ordnance Survey map bases, including map scales, physical features etc.	A/I	3
Record information accurately on GIS packages such as MapInfo.	A/I	3
Flexible approach to work and flexible team player within a busy working environment	I	3
Sound understanding and commitment to customer care	I	2
<b>Knowledge/Experience:</b>		
Knowledge of Development Management	A/I	3
Knowledge of related services e.g. Building Control	A/I	2
Knowledge of The Town and Country Planning Act 1990 As Amended, The Town and Country Planning (Fees for Applications, Deemed Applications,	A/I	3

Requests and Site Visits Regulations 2012 As Amended and the Town and Country Planning (Development Management Procedure) Order 2010 As Amended and any other pertaining legislation.			
Experience in the use of IT applications		A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
NVQ Level 3 or equivalent e.g. A Level(s)		A	
<b>Other Essential Requirements</b>			
An awareness of, and commitment to, equality of opportunity		I	2
Awareness of, and commitment to, confidentiality and handling data		I	3
NOTE: The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post			
<b>Prepared by:</b>	Mike Brereton	<b>Date:</b>	March 2022