

Grading

Job Description and Employee Specification

<u>Job title:</u> Planning Support Officer	<u>Service area:</u> Economy & Environment
<u>Post number:</u> *	<u>Division:</u> Economy
<u>Grade:</u> 5	<u>Section/team:</u> Development Management
<u>Overall purpose of job:</u> To provide high quality technical and administrative support to the professional officers in the Development Control team and an efficient service to the general public, ensuring quality and speed of service delivery in accordance with targets within the service plan. Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Provide support and guidance to clients of the development management service in a timely and effective manner. 2. Validate and process planning applications and consultations in a timely manner. 3. Undertaking pre application discussions on minor and other proposals in conjunction with colleagues. 4. Supporting the delivery and improvement of development management systems, procedures and processes. 5. Advise and assist the public on the completion and submission of planning applications and the processes to follow. 6. Undertake appropriate community and stakeholder consultation on planning applications. Ensure adequate publicity, undertake site inspections and appraisals and consult with appropriate internal and external bodies in connection with applications for minor development in accordance with the Council's policy and procedures. 7. Maintain familiarity with English planning legislation, changes in procedures, policy and practice and ensure these are taken into account in carrying out the duties of the	

Grading

Job Description and Employee Specification

post.

8. Provide quality professional advice on planning matters to clients and members of the public.
9. Provide concise, accurate, justified and timely reports and recommendations on minor and other planning applications, pre application discussions and permitted development enquiries applying current legislation and policy changes as appropriate.

Knowledge, skill and experience:

1. Ability to meet strict deadlines and work under pressure.
2. Knowledge of planning application and development control procedures.
3. Able to work both in a team and on own initiative
4. Ability to proof read and edit documents
5. Ability to demonstrate sensitivity and understanding of Data Protection issues
6. Experience of working in an office environment
7. Good customer care skills
8. Experience of dealing with the public both face to face and on the telephone.
9. IT literate, including experience in the use of word processing, databases and spreadsheets
10. Good written and verbal communication skills
11. Ability to demonstrate an understanding of Freedom of Information issues.
12. Knowledge and understanding of both scanning procedures and geographical mapping/information systems.

Creativity and innovation:

- Dealing with people who might be difficult or upset, using customer care techniques and involving others where needed in relating to planning application/enforcement complaints.
- Working with and updating manual and computerised records and systems.
- Dealing with queries, either by telephone or in person on issues relating to planning applications, enforcement, and complaints.
- Check on accuracy of invoices and identify for payment
- Compile planning histories of sites
- Produce draft committee reports from a combination of hard and electronic sources

Grading Job Description and Employee Specification

Contacts and relationships:

- Colleagues in the team – daily – to ensure efficient processing of planning applications
- Applicants for planning permission and their professional agents – daily – identifying the status or current position of existing and determined applications
- Staff in other teams in other service areas – daily – ensure speedy responses on land charge searches.
- General public – daily – to deal with basic queries and advice on form completion.
- Members of the Council and of town and parish councils – weekly – to update on current status of applications

Decision making:

- Determining the validity of submitted planning applications.
- Determining the appropriate and correct fee to accompany a planning application.
- Determining the appropriate level of publicity required for each planning application to accord with current legislation and government advice.
- Identifying the appropriate constraints of any particular site.
- Day to day planning of own workload.

Grading

Job Description and Employee Specification

Responsibility for resources:

Normal workstation

Cash/cheques – approximately £600,000 pa (shared responsibility with 6 other employees)

WORK ENVIRONMENT

Work demands:

Dealing with planning applications on a daily basis in line with performance targets. Coordinating and producing Planning committee documentation on a monthly cycle which requires strict deadlines to be met. Dealing with deferred items from Committee and feeding back into appropriate Committee cycle within deadlines. Having to meet strict targets and performance levels set by Central Government and NLC. Work is frequently interrupted by the telephone or personal callers to the office who require immediate response to queries. Meeting financial deadlines in relation to invoice payment.

Physical demands:

- Mainly office based with regular computer usage.
- Lifting large plans and ledgers.
- Accessing heavy plan tanks.

Grading Job Description and Employee Specification

Working conditions:

The post holder is an agile working post including office and home working.

Work context:

Constant use of VDU

Dealing with difficult/irate customers on a regular basis, some of which can be abusive, either in person or on the phone.

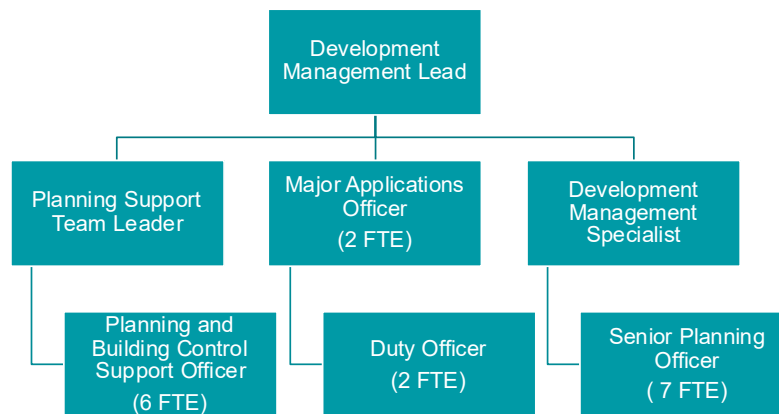
Grading

Job Description and Employee Specification

Position in organisation:

Indicate how many staff the post is directly accountable for: 0

North Lincolnshire Council



SAFE WELL PROSPEROUS CONNECTED

Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

Grading

Job Description and Employee Specification

ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Dealing with the general public. - Able to work both in a team and on own initiative. - Working in an office environment. - Good written and verbal communication skills. - Ability to proof read and edit documents. - Understanding of data protection and freedom of information issues. - Ability to input data to both manual and IT systems - Accuracy in work. - Reading, understanding and measuring from maps and plans. - Knowledge and understanding of document scanning procedures. - Meeting deadlines and working under pressure - Planning application and development control procedures.	
Knowledge, Skills and Experience	Interview
- Knowledge and understanding of document scanning procedures. - Meeting deadlines and working under pressure - Planning application and development control procedures - Team working - Use of initiative - Ability to deal with people who might be difficult or upset and use of customer care techniques	
Education, Training and Qualifications	Original documents
Working Arrangements	Interview
- Flexible to meet the needs of the service. - Ability to transport yourself to the Office based in Scunthorpe	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Working in local government. - Software – Office, GIS and email - Experience of using a financial management system. - Experience of using a specialist planning database	

Grading

Job Description and Employee Specification

Knowledge, Skills and Experience	Interview
- Geography of North Lincolnshire. - Knowledge of procedures in connection with specialised applications.	
Education, Training and Qualifications	Original documents
RSA 11 or equivalent WP/typing	
Working Arrangements	Interview

THE POST IS SUBJECT TO:

Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974

Yes ☒No ☐

Political restriction

Yes ☒No ☐

The ability to speak fluent English under the Immigration Act 2016

Yes ☒No ☐

• Version Control

Author	HR Policy Team
Status	V0.1
Date approved	19 September 2012
Last updated	21 December 2021