

## Grading

# Job Description and Employee Specification

<b><u>Job title:</u></b> Planning & Building Control Support Officer	<b><u>Service area:</u></b> Business Development
<b><u>Post number:</u></b> PLRE1502	<b><u>Division:</u></b> Economy & Growth
<b><u>Grade:</u></b> 5	<b><u>Section/team:</u></b> Development Management
<b><u>Overall purpose of job:</u></b>  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.	
<b><u>Main responsibilities:</u></b>  <b>The following responsibilities are in addition to those listed for the Planning Support Assistant.</b> <ol style="list-style-type: none"> <li>1. Determine the validity of planning applications and obtain additional information/documentation from applicants or agents where necessary.</li> <li>2. Secure payment of appropriate planning application fees, receipt and record incoming payments, bank monies and initiate refunds where necessary.</li> <li>3. Undertake the scanning on receipt of all documentation relating to the processing of planning and related applications.</li> <li>4. Identify appropriate consultees and publicity requirements and produce and despatch all relevant planning documentation.</li> <li>5. Produce plans from the GIS system to accompany reports, statutory notices or agreements.</li> <li>6. Use, maintain and help develop computerised systems, including word processing, databases (including constraints) and spreadsheets.</li> <li>7. Complete land charge searches within agreed targets.</li> <li>8. Assist members of the public to undertake personal land charge searches.</li> <li>9. Reply either verbally or in writing to follow-up enquiries on land charge searches .</li> <li>10. Respond to enquiries about progress of current applications.</li> <li>11. Research and complete site histories and constraints.</li> </ol>	

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12. Select, prepare and submit documentation to case officers in connection with planning appeals to enable them to be processed within statutory timetables.
13. Process orders, negotiate competitive prices and arrange for payment of invoices using the financial management system. Maintain supplies, stock control and inventories.
14. Attend planning committee as and when required to note resolutions and ensure service unit manager and members have any relevant background information immediately to hand.
15. Assist the public with completion and submission of applications.
16. Monitor timesheets .
17. Co-ordinate and produce reports from written and recorded drafts relating to planning applications and to proof read, edit and compile reports for forwarding to Committee Administration.
18. Input data relating to planning applications including those accompanied by Environmental Statements onto a specialised computerised database system in accordance with the correct definition and ensure it meets the requirements of the Council's data quality strategy.

### **Knowledge, skill and experience:**

#### **Knowledge, Skills and Experience Required:**

##### **Essential:**

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.

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**Desirable:**

1. RSA2 or equivalent in word processing or typing.
2. Experience of working in local government.
3. Experience of MS Office
4. Experience of using a financial management system, including ordering and payment of invoices
5. Experience of using specialist planning databases
6. Knowledge of procedures in connection with specialised applications.
7. Geographical knowledge of North Lincolnshire.

**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

**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.

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### **Responsibility for resources:**

Normal workstation

Cash/cheques – approximately £600,000 pa (shared responsibility with 8 other employees)

### **WORK ENVIRONMENT**

#### **Work demands:**

Dealing with planning applications on a daily basis in line with performance targets. Co-ordinating 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.

#### **Working conditions:**

Open plan office environment

#### **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.

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**Position in organisation:**

Indicate how many staff the post is directly accountable for: 

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Are posts in more than one location? N/A

Is this at the same site? Are the posts managed highly mobile? N/A

Is the supervision/management shared with another post in the structure? N/A

Please indicate which post(s) \_\_\_\_\_

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POST NUMBER	PLANNING SUPPORT		HOURS PER WEEK
	JOB TITLE	OFFICER	
	ESSENTIAL	DESIRABLE	HOW MEASURED
<b>EXPERIENCE</b>	Dealing with the general public. Able to work both in a team and on own initiative. Working in an office environment.	Working in local government. Software – Office, GIS and email Experience of using a financial management system. Experience of using a specialist planning database	Application form/interview
<b>EDUCATION, TRAINING AND QUALIFICATIONS</b>		RSA 11 or equivalent WP/typing	Application form/interview
<b>SKILLS AND KNOWLEDGE</b>	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.	Geography of North Lincolnshire. Knowledge of procedures in connection with specialised applications.	Application form/interview, including practical test on plan reading

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	<p>Knowledge and understanding of document scanning procedures. Meeting deadlines and working under pressure Planning application and development control procedures.</p>		
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	ESSENTIAL	DESIRABLE	HOW MEASURED
<b>PERSONAL QUALITIES</b>	<p>Team working Use of initiative Ability to deal with people who might be difficult or upset and use of customer care techniques</p>		Interview
<b>WORKING ARRANGEMENTS</b>	Office based, in Scunthorpe		Interview



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The post is subject to:			
<ul style="list-style-type: none"><li>• Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974 <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></li><li>• Political restriction <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></li><li>• The ability to speak fluent English under the Immigration Act 2016 <b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></li></ul>			

<b>Employee:</b> (signed)	_____	(print)	_____	Date:	_____
<b>Manager:</b> (signed)	_____	(print)	_____	Date:	_____