

**WYCOMBE DISTRICT COUNCIL  
JOB DESCRIPTION**

Last evaluated: 25 September 2017

Last updated: 20/09/17

<b>Designation:</b> 06 Technical Officer	<b>Post Number(s):</b> PDS04 (vacant), PDS07(KP), PDS12(MS), PDS17(AA), TBC (KA). TBC(SC), PBC17S(EC-J) <b>Post Grade: 2</b>
<b>Service:</b> Planning & Sustainability	<b>Division:</b> Commercial

**JOB PURPOSE:**

To deliver excellent services to the people of Wycombe District in line with the Council's vision, values, strategic and service priorities, and resources.

To fully contribute as a member of the Planning & Sustainability Service (P&S) in the effective provision of a consistent high quality service that is responsive to customer demands and service objectives.

Providing and co-ordinating technical support to the Spatial Planning, Development Management, and Building Control Divisions of the Planning & Sustainability Service

Providing technical support, within one of the three teams which make up the P&S Commercial Division, in the provision of the following functions:

**Customer Support Team:**

- a) Responding promptly to service requests and queries from customers on planning and building control matters (telephone, email, post and personal callers)
- b) Arranging site inspections for building control surveyors
- c) Logging and plotting of pre planning enquiries (approx. 2,000 a year)
- d) Postal addressing of new developments and property name changes
- e) Respond to Land Charges requests and solicitor enquiries
- f) Distribution of incoming post/email
- g) Producing decision advice notices for building control applications
- h) Administration of Initial Notices and competent person notifications
- i) General administrative and technical support as required within Planning & Sustainability

**Processing Support Team:**

- a) Assessment, validating and registering householder planning applications
- b) Administer appropriate public consultation documents; letters, site notices and press adverts, Weekly Lists, Delegated Lists, consultation with members
- c) Fee appraising, validating, determining charges payable against published charges and registering building control applications (approx. 2,000/year)
- d) Managing payment of application fees
- e) Processing of tree applications
- f) General administrative and technical support as required within Planning & Sustainability

**Commercial Support Team:**

- a) Working with lead officers to maintain and develop web pages and proactive involvement to enhance software and processes
- b) Support to the efficient operation of the Community Infrastructure Levy Regulations (CIL)
- c) Producing and issuing invoices and debt management
- d) Coordination of Planning Appeal cases
- e) Development and management of electronic document management
- f) Coordination of project support to key projects and events
- g) Provision of reports for performance and workload analysis
- h) Preparation for Planning Committee in liaison with Committee Services
- i) Coordination of complaints, FOI, EIR requests, H&S Matters and produce weekly departmental newsletter (Weekly Bulletin)

**RESPONSIBLE TO:**

Appropriate Team Leader, (Customer Support Supervisor, Commercial Support Supervisor, or Process Support Supervisor) and ultimately the Commercial & Change Manager.

**RESPONSIBLE FOR:**

Provision of technical and administrative support to the Planning & Sustainability Service. Providing support for the achievement of actions contained in the Business Plan, performance targets and quality accreditation.

**PARTNERSHIP WORKING**

To assist in the development and maintaining of effective relationships with community and internal/ external customers and key partners//stakeholders to ensure that they are engaged in the work of the Planning & Sustainability Service.

**EQUAL OPPORTUNITIES:**

To comply with and actively support the Council's equal opportunities policy and to ensure practices are consistently applied throughout the Council in employment and service delivery.

**HEALTH & SAFETY AT WORK:**

To have due regard to the responsibilities and duties set out in the Council's Health & Safety Policy in respect to personal and other peoples health, safety & welfare.

**OTHER DUTIES:**

To undertake such duties, training and hours of work as may reasonably be required and are consistent with the level of responsibility of the job.

To maintain personal, and where appropriate professional, development to meet changing requirements of the job.

**KEY ACCOUNTABILITIES:**

To work with the Team Leaders across Planning & Sustainability to deliver an efficient and effective service in line with Council strategic and service objectives.

Including provision of the following:

- Providing customer support and liaison services
- Using relevant technical and legislative knowledge to provide accurate and consistent information (written and oral)
- Handling queries and requests for advice, requiring relevant experience
- Liaison with external and internal stakeholders including elected members and parish councils as required
- Validation of householder planning applications, including liaison with applicant/agent as necessary
- Administrative processing of building regulation applications including liaison with applicant/agent as necessary
- Administrative processing of planning and related appeals including liaison with applicant/agent as necessary
- Filing and Management of Service Records and Archiving systems, scanning and indexing documentation as required
- Constructive provision of administrative and support functions across a range of tasks as requested
- To contribute to the revision and improvement of Working Procedures and development of IT systems as appropriate
- To follow procedures to all tasks to ensure that they meet agreed standards and criteria
- Logging of correspondence on spatial and textual database systems and producing constraints and history reports
- Logging of enforcement complaints on database and provision of history and constraints reports.
- Provision of administrative and support functions across a range of tasks as requested

## PERSON SPECIFICATION

The person specification will be used for recruitment purposes. Applications for this position will be assessed against it, and candidates will also be assessed against aspects of this specification at interview.

<b>EXPERIENCE</b>
Demonstrates experience in the provision of administrative support (preferably with experience within the public sector and or technical planning / building control).
Experience of introduction, review and improving quality assurance systems (Desirable)
Experience of providing a successful project support role, participating in projects. (Desirable)
Proven customer care experience dealing with queries from a range of customers, escalating when required.
Experience of filing/electronic document management systems, and applying data protection principles when required.
Considerable experience in prioritising and managing workload to tight deadlines.
<b>QUALIFICATIONS</b>
Good general education (up to GCSE Grades 9 – 4 English and Maths or equivalent).
Working towards NVQ Level 2 or other suitable qualification
<b>ABILITY, SKILLS &amp; KNOWLEDGE</b>
Able to interpret complex architectural plans on paper and in electronic format.
Able to work with good attention to detail and accuracy, demonstrating some knowledge and skills to recommend improvements to processes and delivery of services.
Ability to work flexibly and adapt to changing priorities, working with others in order to meet service expectations.
To have the ability to disseminate information and to communicate effectively, utilising listening, oral and written skills
Has an awareness of the legislation relating to the process of Building Control and/or Development Management.
Ability to analyse and interpret verbal and numeric information and produce meaningful reports.
Ability to interpret information on more complex correspondence and communicate clearly on such matters.
Has a working knowledge of MS Office applications, property databases and Geographical Information Systems (GIS)
Thrives on the opportunity for self development.