

## Job Description

**Department:** Growth and Regeneration

**Division/Section:** Planning and Building Control

**Job Title:** Technical Services Advisor

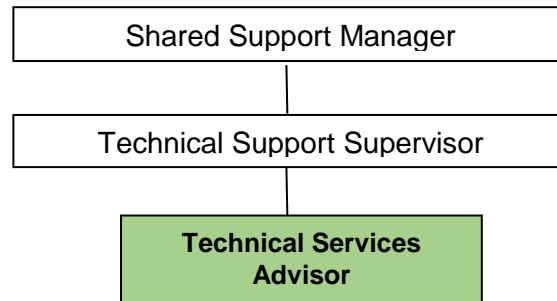
**Post No:** 011693 to 011701

**Grade:** 6

**Reports to:** Technical Team Leader/Technical Support Manager

**Organisation  
Chart:**

Show immediate  
manager and any  
jobs reporting to  
this post.



**DBS Check applicable?:** Basic  Standard  Enhanced  None

**Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?:**

Yes  No

**Line Management responsibility for:** No. of direct reports: 0  
No. of indirect reports: 0

**Size of budget:** 0

**Job Purpose:** To deliver a high quality service through achieving customer satisfaction levels in line with national performance standards and meeting organisational and statutory requirements.

Provide effective general administrative and technical support to Planning, Planning Enforcement and Building Control. The role involves dealing with general enquiries via phone, email and in-person, the 'validation' of planning and building control applications with knowledge of and in line with current legislation, issuing decisions and completions, committee preparation, appeals and enforcement support, inputting, updating and generating of information and documents from various computer systems as well as interrogating systems to extract information.

## Main Duties and Responsibilities:

1. To undertake all the technical administrative duties associated with the processing of planning and building control applications with knowledge of and in line with current legislation and performance standards including; the registering and validation of applications involving liaison with applicants and agents, identifying and producing publicity requirements such as site notices and newspaper adverts, identifying and consulting statutory and neighbour consultees based on individual site constraints and policy, issuing of decisions and completion notices, booking of building control inspections
2. To provide appeals administration support, logging new appeals, administering questionnaires and statements, liaising with the planning inspectorate regarding hearing and Inquiries in line with statutory timescales
3. To provide enforcement administration, logging new complaints, ensuring all correspondence is complete and kept up to date and providing initial advice to customers. To provide the required support for enforcement action
4. Training and mentoring junior members of staff
5. To provide general advice and information to customers on planning, enforcement and building control matters in line with legislation, national and local requirements, including fees, planning applications, planning history, listed buildings, conservation areas, tree preservation orders and constraint checking
6. To provide the initial point of contact and general advice for all enquiries received by telephone, in writing, via email or in person
7. To assist in ensuring that hard copy and computerised records are effectively maintained, including our document management system and planning/building control software systems
8. To produce letters, reports and other documents as required using computer systems for planning, building control, appeals and enforcement
9. To provide requested documents for property search companies and solicitors
10. To ensure public registers are effectively maintained
11. To assist in co-ordinating and preparing for planning committee
12. To produce weekly application 'received' and 'decided' lists for circulation
13. Work closely with other teams in the provision of a 'one stop shop' service to commercial and residential customers, partners and other Council services
14. Participate in review of service provision across the service and implement

any improvements effectively to ensure on-going efficient delivery of services

15. Effectively manage personal workload across planning, enforcement and building control, play an active part in the Technical Service Team and identify and achieve personal development opportunities.
16. Maintain confidentiality in line with the Data Protection Act.

**Generic Responsibilities:** To carry out all responsibilities with regard to the Council's Equalities Policy and Procedures and Customer Care Policy.  
To comply with all Health & Safety at work requirements as laid down by the employer.

The Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:** April 2017

**COMPLETED BY:** Nick Harding

## Person Specification

<b>JOB TITLE:</b>	Technical Services Advisor	<b>POST NO:</b>	002936 / 007690 / 007691
<b>GRADE:</b>	6	<b>DEPARTMENT:</b>	Growth and Regeneration
<b>HOURS:</b>	37		
<b>DIVISION:</b>	Planning and Building Control	<b>DIRECTOR:</b>	Simon Machen
<b>DATE:</b>	March 2017	<b>COMPLETED BY:</b>	Nick Harding

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE:</b>	<ul style="list-style-type: none"> <li>A basic understanding of planning, building control and local government (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>Current relevant planning and building control regulations and legislation (A/I)</li> <li>Relevant areas of information technology and software packages (A/I)</li> </ul>
<b>SKILLS &amp; ABILITIES:</b>	<ul style="list-style-type: none"> <li>Effective delivery of performance in line with local and national targets (A/I)</li> <li>Delivery of high quality services to both internal and external customers (A/I)</li> <li>Effective verbal and written communication skills (A/I/P)</li> <li>Ability to prioritise workloads and meet strict deadlines (W)</li> <li>Ability to work on own initiative</li> <li>Flexibility to work across different disciplines</li> <li>Accurate and fast keyboard skills (A/I)</li> <li>Ability to read maps and plans (A/I)</li> <li>Broad range of IT skills (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>Ability to create ideas and implement new ways of promoting the service (A/I)</li> <li>Conversant with Microsoft Office, Google, and EDRMS/GIS systems and Planning and Building control systems (i.e. Uniform Idox) (A/I)</li> </ul>
<b>EXPERIENCE:</b>	<ul style="list-style-type: none"> <li>2 Years relevant office experience (A/I)</li> </ul>	<ul style="list-style-type: none"> <li>Experience of providing technical support to planning and building control environment (A/I)</li> </ul>
<b>QUALIFICATIONS:</b>	<ul style="list-style-type: none"> <li>GCSE in Maths and English grade A to C or equivalent (A)</li> </ul>	<ul style="list-style-type: none"> <li>Additional qualification or expertise in relevant area (A/I)</li> </ul>
<b>PERSONAL CIRCUMSTANCES:</b>		<ul style="list-style-type: none"> <li>Full driving licence (A)</li> </ul>
<b>EQUALITY:</b>	<ul style="list-style-type: none"> <li>Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A/I)</li> </ul>	
<b>CUSTOMER CARE:</b>	<ul style="list-style-type: none"> <li>Knowledge and understanding of effective customer care (A/I)</li> </ul>	

	<ul style="list-style-type: none"><li>• Dealing with a broad range of challenging customer requirements,</li></ul>	
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*[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:  
(A/I) Application / Interview, (P) Presentation, (W) Written Test.]*