**Job Description**



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| Job Title | Technical Officer– Planning Support Team | Directorate | Place |
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| Post Number | DU322 | Division | Regeneration and Enterprise |
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| Grade | 5 | Salary | SCP 7 -11 | Section | Planning Services |
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| Reports To | Business Operations Team Leader  |

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| **Purpose of the Job** |
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| * To provide comprehensive and effective technical assistance to the Planning Service, including the

preparation of all application and appeal documenation from registration to determination. Calculation and receipt of application fees and sundry payments.To provide frontline service support to all Planning Service customers, including the provision of initial technical advice in relation to Permitted Development, building Control and Pre- Application enquiries.To assist customers when using on-line and public access information.  |

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| **Specific Accountabilities** |
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| A**Application Management*** To accurately input and retrieve data from IT based systems, and on-line services,

 including the initial data entry for all applications received.* To validate applications against local and national Government requirements, including

 interpretation of legislation, measurement of plans and calculation of fees.* To receive and receipt fees in the form of cash, cheque, debit and credit cards in connection with applications, ensuring all are processed and receipted in accordance with audit protocols and procedures.
* To ensure that planning appeals are registered; to complete and return questionnaires; to undertake all correspondence and publicity in connection with appeal; ensure appeal timetables are met; provide required documentation working in conjunction with case officers and arrange venues for informal hearings/inquiries; preparation of appeal plans.

  * Data extraction and amendment of data in respect of applications and GIS plan preparation together with entry of key data onto the system.

**Customer Service*** To provide advice, guidance and respond appropriately to enquiries by telephone, letter, email and face to face relating to the work of the Planning Service.

  * To liaise with the Duty Planning and Building Control Officers and assist with providing planning histories and initial technical information relating to applications to developers, agents, councillors and members of the public.

 * To deal with potentially confrontational situations in a courteous sensitive and diplomatic manner.
* To promote and provide training for Planning Services to developers, agents, councillors and members of the public with regard to on-line services.
* To respond to requests for inspections with regard to Building Control.
* To liaise with Dudley Council Plus and other Council Directorates as and when required.
* To provide assistance and advice in relation to land ownership and land searches using the electronic public access systems.

**Other Duties*** To assist other teams to provide technical support as and when required.
* Deal with any work relevant to the post which may be assigned by the Team Leader, Principal Officer or Head of Service as and when required.
* To actively contribute to the directorates vision of transformation and paperless working.
* To ensure that personal and team targets are delivered in order to contribute to the core objectives of the service, Directorate or Council.
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| **Key Accountabilities** |
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| * To be accountable for and promote equal opportunity, diversity and community cohesion to meet Council, Directorate and Service objectives. All employees have a responsibility not only for their own behaviour, but also for others regarding equality of opportunity. Any incident must be reported.
* To participate in a Performance Review and Development meeting and undertake a plan of training where necessary. Develop his/her own skills and expertise in a professional manner.
* In addition to all the responsibilities listed above, all employees must be flexible in their approach and undertake other duties that are commensurate with post holder’s level, wherever they may be, to achieve the objectives of the Directorate.
* To represent the Council and Directorate in a professional manner meeting the Corporate and Directorate aims. To comply with Directorate and Corporate policies.
* To comply with the council’s financial regulation and standing orders
* Employees must comply with health and safety legislation and will be required to comply with the Council’s Health and Safety Policies. All employees must ensure that they take reasonable care of their own health and safety as well as the health and safety of any person that is affected by their actions.
* To be responsible for adhering to legislative requirements and Council Policies and Procedures including, but not exclusively health & safety, Data Protection and Internet/Email use
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| Special Conditions | N/A |
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| Car Allowance | N/A |
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| Prepared By(Section/Mgr) | Jo ToddDevelopment Manager |
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| Review Date  | July 2023 |