**Person Specification**



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| --- | --- | --- | --- |
| Job Title | Technical Officer - Planning Support Team | Directorate | Place |
|  |  |  |  |
| Post Number | DUE322 | Division | Regeneration and Enterprise |
|  |  |  |  |
| Grade | 5 | Salary | SCP 7-11 | Section | Planning Services |
|  |  |  |  |  |  |
| Criteria (Essential) | Assessment By |
|  |  |  |  |  |
|  |  |  |  |
|  | Application | Interview | Test |
| Experience |  |  |  |
| * Recent relevant experience in a technical role requiring the use of a variety of ICT systems.
 | √ | √ |  |
| * Significant recent customer service experience.
 | √ | √ |  |
| * Cash handling and reconciliation experience.
 | √ | √ |  |
| Qualifications / Training |  |  |  |
| * A good standard of general education equivalent to GCSE Maths and English at Grade C and NVQ level 2 or equivalent.
 | √ | √ |  |
| * Must have excellent IT skills including the use of Microsoft applications (and the use of GIS systems would be an advantage).
 | √ | √ |  |
| * Must have excellent customer care skills and have previously worked with customers in a face to face environment.
 | √ | √ |  |
|  |  |  |  |  |
| Practical Skills |  |  |  |  |
| * Ability to communicate effectively with a wide range of organisations and individuals including councillors and members of the public, applicants and agents.
 |  | √ | √ |  |
| * To be numerate and have effective written and verbal communication skills including a neat written presentation
 |  | √ | √ |  |
| * Exceptional accuracy skills and an eye for detail.
 |  | √ | √ |  |
| * To be able to interpret, produce and communicate sometimes complex information.
 |  | √ | √ |  |
| * Must have a flexible approach in the workplace.
 |  | √ | √ |  |
| * Ability to read and interpret plans and use a scale rule.
 |  | √ | √ | √ |
| * Have the ability to understand and interpret government legislation and council policy.
 |  | √ | √ | √ |
|  |  |  |  |  |
| Personal Qualities and Attributes |  |  |  |  |
| Must be able to work under pressure and to tight deadlines. |  | √ | √ |  |
| * Have to ability to work on own initiative and to work as part of a team with excellent interpersonal skills.
 |  | √ | √ |  |
| * Must be flexible in your approach and have the ability to work in an ever-changing environment.
 |  | √ | √ |  |
| * Commit to undertake any relevant training.
 |  | √ | √ |  |
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| Prepared By | Jo Todd, Development Manager |
| Date | July 2023 |
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