**Person Specification**



|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 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. | | | | | | |  | √ | √ |  | |
|  | | | | | | | | | | |
| Prepared By | | Jo Todd, Development Manager | | | | | | | | |
| Date | | July 2023 | | | | | | | | |
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