

Job Description

Post title	Information and Support Team Assistant	Grade	C
Department	Information and Support	Post ref	

Overall job purpose

To support the Information and Support Team Leader in delivering efficient and effective data entry standards and providing administrative function primarily within the Development Control and Environmental Health sections, within the Place and Communities Division.

Reporting relationships

Reports to: Information and Support Team Leader

Responsible for: None

Key tasks and responsibilities – post specific

1. Provision of information as necessary to customers relating to the submission of development proposals and issuing the appropriate documents, forms and questionnaires in connection thereto.
2. Operation of the specialised Planning and Environmental Health software. Also operation of Civica Financials including the raising of invoices and orders, Authority Icon, Planning Portal and associated web Systems.
3. To update the Council GIS mapping system in relation to Planning including the accurate plotting of Planning applications , carrying out pre-validation checks to Planning Applications, Calculating the correct fees for Planning submissions and registering applications on the data systems and to prepare and despatch all the necessary consultation letters, reports, lists and notices in connection with Planning applications, utilising a word processor/computer system and update the necessary administrative systems associated with the receipt and processing of Planning applications. Including the scanning and indexing of documents.
4. Assist in the monitoring of invalid applications in support of the validation process chasing fees, checking appropriate information forms. Providing advice on fees as necessary prior to the processing of Planning applications..
5. The administration and processing of departmental accounts and purchasing departmental goods and services, including coding, invoicing and filing and taking telephone payments for Planning applications and for Invoices
6. Providing administrative support for the Planning decision process both delegated and Committee.
7. Undertake administrative support necessary in planning and enforcement appeals and Section 106 proceedings.
8. Any other duties appropriate to the nature and grade of the post.

Key tasks and responsibilities – corporate			
Operate according to the Council's corporate values and codes of behaviour.			
Ensure at all times all Health & Safety legislation requirements are met and that the Council's Health & Safety Policy, its arrangements and procedures are implemented. This includes, where applicable, taking responsibility for personal health and safety and having regard to other persons affected by the performance of the duties of the post; ensuring that risk management objectives are delivered and other risk management activities effectively implemented and monitored.			
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.			
Have a commitment to and understanding of the Council's approach to equality and diversity and promote and deliver fair, sensitive and quality services.			
Comply with all relevant Council policies and procedures including financial regulations, code of conduct, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.			
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.			
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.			
Engage with digital models of service delivery and support the implementation of digital working methods.			
Manage and / or use resources in ways that ensure value for money and supporting the commercialism agenda.			
Demonstrate a commitment to the delivery of excellent service for all customers and service users.			

Employee signature			
<i>This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.</i>			
Employee signature:		Date:	