
Recruitment information

Job description and person specification

Your title	Technical Support Officer
DBS check	This post does not require a DBS check
Post number	000955B
Your team	Business Support
You would be based	Civic Centre, Esher High Street
Your line manager	Business Support Team Leader – Planning

About the role

We are looking for someone talented, enthusiastic and committed to work in our multi-skilled Business Support Team within Planning Services.

You could be starting out in your career or in need of a new challenge, or you could have established skills providing administrative and technical support within a planning or other local authority department. Experience of validating and registering planning applications would be an advantage, but don't worry if you don't have experience of this as full training will be given.

We want you to be the best you can be. To achieve this, we will create a bespoke learning and development plan for you, to help you increase your responsibilities within the team.

The main purpose of the role:

You will be part of the Business Support team which is responsible for delivering administrative and technical support for the whole of Planning Services (Development Management, Planning Policy, Heritage, Landscape and Tree Teams and Compliance).

Specific duties and responsibilities

- Produce officers' reports and decision notices. Compile committee agendas, including powerpoint presentations and process public speaking requests from residents and stakeholders.
- Gather information from databases and files for basic queries, including solicitor enquiries.
- Ensure all general correspondence to the department is distributed appropriately and efficiently to the correct teams.
- Scanning and indexing of current and historic applications to maintain the planning website.

- Processing of pre-application enquiries and complaints.
- Provide basic administrative support for Planning Services including day-to-day tasks, plus specific projects, record management, document preparation and consultation tasks.
- Book rooms and provide other support for the organisation of public events and meetings.
- Recording and processing of daily payments and refunds.
- Register planning compliance investigations within target times.
- Place purchase orders internally and externally.
- Collect information for others to respond to Freedom of Information requests and complaints.
- Carry out basic tasks to support the Business Support Team in the validation and registration of planning applications, including printing and distribution of correspondence.
- To participate constructively in the delivery of the ongoing change agenda of the Council and Government and to adapt and update processes accordingly.
- To exhibit appropriate behaviour for the delivery of a high quality, professional public service.
- To carry out other tasks as required commensurate with the level of this post.

Depending on your experience, you may start with us at a higher pay scale and so as you would expect, you would have more responsibility appropriate to that scale. We have set out the extra responsibilities below.

In addition, team members at the higher grade, **Scale 5**, will be expected to:

- Provide administrative support for Planning Services including day-to-day tasks plus specific projects, record management, document preparation and consultation tasks.
- Provide information for queries relating to more complex legal requests.
- Log all the applications received daily; carry out all the comprehensive technical and financial checks as part of the validation process; produce the necessary consultations and Register all applications within the deadlines as provided.
- Administration of the appeals process.

- Collect information for others to respond to more complex Freedom of Information requests and Complaints.

In addition, team members at the higher grade, **Scale 6**, will be expected to:

- Provide technical administrative support for Planning Services including database management, day-to-day tasks plus specific projects, record management, document preparation and consultation tasks including the Local Plan.
- Validate and register more complex applications including applications under a Planning Performance Agreement
- Basic registration and administration of Community Infrastructure Levy.
- Supervise and mentor other Business Support Team Officers when required.
- Produce weekly management reports and press notices as required.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom.

Technical Support Officer
Business Support Team – Planning
Salary: £30,032 - £37,841

Post no: 000955B
Hours: 36 per week
Car allowance : N/A

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application 1(A) Test (T) Interview (I)
1	Evidence of having completed education and training relevant to administrative duties	E	1(A)

Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
2	Capable of delivering administrative, clerical or technical support	E	1(A)(I)
3	Experience of working in a frontline service to the public	D	1(A)(I)

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
4	Ability to use IT software packages to record data across a range of activities in an office environment	E	1(A)(I)
5	Knowledge of the administrative, clerical and technical support needs of a Planning Service.	D	1(A)(I)
6	Broad understanding of Government guidance and procedures relevant to the Planning Compliance/Trees and Heritage services.	D	1(A)(I)
7	Good written and oral communication	E	1(A)(I)(T)
8	The ability to understand plans and technical drawings sufficiently to carry out the duties of the post	D	1(A)(I)(T)

9	Evidence of delivering excellent customer care, including dealing with difficult customers in a calm, polite but assertive manner.	D	1(A)(I)
10	Ability to work with minimum supervision under pressure to meet deadlines/targets in changing circumstances	E	1(A)(I)

Special requirements

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
11	Energy, drive and commitment to personal development	E	1(A)(I)
12	A flexible and adaptable person, able to meet varied workload and respond to changing work pressures	E	1(A)(I)
13	Active engagement with team members to discuss processes and procedures and improve efficiency	E	1(A)(I)