



Job Description

Post Title: Technical Officer
Service: Business Support
Grade: 2
Responsible To: Technical Team Leader

Job Summary: To provide Technical and Administrative support to the Planning Services Team. To deliver a high quality and accurate level of service that meets the day to day needs of the officers and customers of Planning Services.

Main Activities:

1. To provide technical/administrative support to the officers in Development Management, Trees, Conservation and Enforcement.
2. To register and validate all application types within set target times.
3. To issue decision notices and to check them for accuracy.
4. To ensure that all relevant standard correspondence relating to the work of the officers in Development, Trees, Conservation and Enforcement are sent out in accordance with targets.
5. To log, monitor and coordinate all work associated with appeals meeting set deadlines and attend at Public Inquiries to support the officers.
6. To act as first point of contact for general planning queries and where necessary to provide response both via telephone conversations and email.
7. To competently operate databases and GIS systems used by the Service.
8. To undertake such other relevant duties as maybe required by the Technical Team Leader or the Development Manager.
9. To assist the Development Manager in maintaining good internal and external relations and ensuring that the Service demonstrates care and respect for its customers and a responsiveness to their needs.
10. To undertake such other relevant duties as may be required by the Development Manager.
11. To be aware of and exercise personal and corporate responsibilities under the Health and Safety at Work Act and other related matters.

NB This job description is not intended to be an exhaustive list of all the tasks and responsibilities of the post. In line with Service needs, some tasks may need to change, and any changes will be made in consultation with the postholder.