

Epsom & Ewell Borough Council

Role Profile

Role Title:	Technical Validation Assistant
Job Family:	Technical Administrative Support
Service:	Place Development
Location:	Town Hall
Reporting To:	Technical Validation Supervisor

Role Purpose: <i>Why the role exists and its contribution</i>	<p>To provide specialist technical support to the Development Management team and Planning Support team in order to enable the provision of an efficient, economic and effective service to customers, both externally and internally.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.</p>
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Main Duties and accountabilities

Service Specific	<p>Ensure the prompt, efficient and accurate registration of all online and paper Planning applications in accordance with National Guidance to agreed timescales, initiating appropriate consultations and issuing and recording of decisions as required.</p> <p>Update records on the planning application files ensuring accuracy on the Public Access system, and production of standard reports as required in support of the Development Management processes.</p> <p>Undertake the administration of Land Charges, processing searches and responding to requests within required timescales</p> <p>Undertake the administration of Street naming and numbering for new roads, including notifying Royal Mail, external and internal customers and make the necessary updates to the Software systems.</p> <p>Determine and process payment of appropriate fees.</p> <p>Provide prompt and accurate advice in writing, in person, and by telephone to all enquiries arising from the specific duties of this post and general advice on the progress of work being dealt with by the teams.</p> <p>Monitor and respond to emails from various mailboxes to ensure all internal & external customers receive timely responses.</p> <p>Undertake administrative tasks in helping develop the BOPS and Plan X</p>
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	digital planning projects.	
Generic Duties	<p>Administrative Support</p> <p>Working under instruction, provide a good all round technical administration service that supports with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation</p> <p>Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative support.</p> <p>Meet designated technical administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to My Performance Conversations</p> <p>Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant business processes to ensure standard administrative systems and service related procedures continue to be fit for purpose</p> <p>Be responsible for dealing with allocated service requests from members of the public, external organisations and other services. Provide a seamless and high quality service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate</p> <p>Collate, record and present team data in accordance with the Council's performance measurement systems and share this as requested with other officers and members</p> <p>Ensure effective flow of communication within your team and sharing of information to and from other services across the council</p> <p>Organise service related meetings including the co-ordination of agendas, attendees, minutes and room bookings</p> <p>Assist with postal requirements for your team including the opening, scanning, recording, collection, distribution packing etc. of post.</p> <p>Carry out day to day maintenance of office equipment such as photocopiers, scanners, printers etc. and liaise with service engineers regarding service requirements.</p> <p>Ensure the team has the necessary and basic facilities to deliver the service effectively including access to files, contacts, stationary and equipment</p>	

The key decision making areas in the role
<p>The need to exercise judgment or decision making</p> <p>The extent of instructions/guidance followed and the level of detail available</p>

<p>Organisation of workload and priorities</p> <p>Interruptions which make attention or concentration difficult.</p> <p>Discretion in decision making including unexpected problems/situations</p> <p>The accessibility of colleagues and managers for consultation/advice</p> <p>Information handling</p> <p>Developing plans or strategies</p>
Customers and contacts
<p>Knowledge of other service areas within the Council/Authority</p> <p>Contact with clients/customers</p> <p>The needs of clients/customers for whom responsible</p>

Dimensions of the role	
Financial	Non-financial

<ul style="list-style-type: none"> • Annual expenditure c £XX • Annual income c £XX • Personal and shared responsibility for income generation or expenditure budgets • Setting or monitoring targets or budgets and their value • Accounting for or handling expenditure or money 	<ul style="list-style-type: none"> • Exchequer Services • Emotional stress from the circumstances or behaviour or people • The impact of your decision making on customers • Implementing and enforcing regulations • Health and safety of customers • The supervision and management of employees, including number • checking and evaluating work of others • provision of training, development and guidance
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Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
What professional qualifications you require	D		
The training you need for your job and how it is acquired	D		
Knowledge and Experience			
Customer services experience	D		
Skills			
Problem solving	E		
Creativity	D		
Analytic skills	E		
Caring or training skills	D		
Training/development/motivational skills	D		
Communication skills – written and oral	E		
Working under pressure and to deadlines	E		
Additional Requirements			