

CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Places

DIVISION: Planning and Strategic Transport

JOB TITLE: Technical Support Officer

N.B: If you have any issues printing this document please contact HR

ROLE PROFILE

Job Title:	Technical Support Officer
Department:	Places
Division:	Planning and Strategic Transport
Grade:	Grade 6
Hours (per week):	36
Reports to:	Team Leader (Technical Support)
Responsible for:	No staff responsibilities
Role Purpose and Role Dimensions:	To complete all tasks in relation to the timely and accurate administration of planning applications and related work including the administration of the Borough and Mayoral Community Infrastructure Levy (CIL) and S.106 planning obligations and the production of associated documentation including supporting the Council's Planning Enforcement and Tree Protection Functions. To assist in the delivery of service improvement initiatives
Commitment to Diversity:	As a member of the Technical Support Team or Planning Enforcement and Trees Team, to take individual and collective professional responsibility for championing the Council's diversity agenda and proactively implementing initiatives which secure equality of access and outcomes. Also to commit to continually developing personal understanding of diversity.
Key External Contacts:	Planning Inspectorate, regular consultees on planning applications and planning enforcement investigations and the general public
Key Internal Contacts:	Collaborating and working with Planning Managers, planning officers and planning enforcement and tree officers.
Financial Dimensions:	Checking planning application fees and working alongside direct line managers to issue invoices and purchase orders and manage Community Infrastructure arrangements.

Key Areas for Decision Making:

Notification of adjoining occupiers on prior approval applications and ensuring that consultation processes associated with planning applications accord with statutory requirements. Engaging with customers who have reported alleged breaches of planning control and to maintain clear lines of communication

Other Considerations:

Ability to attend evening or weekend meetings and from time to time and to work hours required to meet pressing deadlines that may exceed contracted hours.

Is a satisfactory disclosure and barring check required?

[\(click here for guidance on DBS\)](#)

No

What level of check is required?

Is the post politically restricted

[\(Click here for guidance on political restriction\)](#)

No

Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974

[\(Click here for guidance on ROA\)](#)

No

Key Accountabilities and Result Areas:

Completing the administration of planning applications, related work and the production of associated documents

Key Elements:

This will involve:

- Ensuring that the validation, registration, publicity requirements and determination of planning and related applications follows legislative and departmental procedures
- Providing guidance to the public on the need for planning permission and associated procedures
- Issuing decision notices and making sure that all related documentation meets the statutory requirements;
- Compiling and issuing planning enforcement notices and Tree Preservation Orders in accordance with legislative requirements – to ensure proper service of documentation.
- To register planning enforcement service request within timeframes governed by the Enforcement Plan

- Supporting, servicing and monitor the Council's S.106 processes including the assignment of S.106 monies
- Supporting and servicing the Council's function as a CIL charging authority alongside the associated collection of CIL monies (linked to issuing of decision notices).
- Servicing and providing administrative support to the Council's Infrastructure Funding Group

Implementing the administration of appeals against the Council's decisions to the Planning Inspectorate

This will involve:

- Completion of appeal questionnaires and assembling of appeal documents in accordance with Inspectorate timescales

Implementation of administrative systems relating to pre-application advice services on development proposals

This will involve:

- Preparation of documents and records on charged for pre-application services
- Provision of planning advice on simple and householder development proposals

Promotion of the development management service at Croydon

This will involve:

- Cooperating with customer satisfaction objectives in service delivery relating to the Technical Support Team
- Responding to Members enquiries and those from the public

Implementation of legislative services relating to the administration of development management services

This will involve:

- Initiating legal action including the serving of statutory notices as appropriate on casework
- Implementing changes in service delivery arising from new legislation and decisions taken by the Planning Inspectorate, Courts and the Ombudsman

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the Council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity

- The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc. as appropriate.

Contribute as an effective and collaborative team member

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

Person Specification

Job Title:

Technical Support Officer

Essential knowledge:

- Educated to sufficient level to carry out the duties of the post
- An appreciation of current issues & developments affecting planning, regeneration & local government in London desirable
- Policy: appreciation of main Central Government & development management issues desirable
- Law: appreciation of planning legislation desirable
- An appreciation of the operation of local government and decision making processes desirable
- A general understanding of the methods by which infrastructure is delivered to mitigate and support development desirable

Essential skills and abilities:

- Ability to communicate accurately orally and in writing, including the ability to produce reports/letters/minutes and exhibit a clear and comprehensible writing style in line with Plain English principles
- General IT skills: basic keyboard/typing skills, use of Windows, word-processing and email
- Specialist IT skills: Acolaid/Uniform or other planning related system and spreadsheets desirable
- Appreciation of identifying and communicating validity criteria on planning applications desirable
- Ability to read and scale drawings
- Time/priority management: developing ability & understanding of techniques
- Ability to work under pressure
- Methodical and attention to detail
- Logical thinker and ability to analyse and weigh issues
- Ability to organise own workload and to work as part of a team
- Polite, helpful and building confidence
- Listening, questioning and reasoning ability
- Verbal communication, effective in most situations
- Customer care competence

Essential experience:

- Experience of working in an office environment, including the appropriate use of information technology

Special conditions:

- To be prepared to attend evening and weekend meetings (e.g. committees & events within the borough) desirable