



Planning Business Support Officer

LEVEL:	Level 7
ACCOUNTABLE TO:	Planning Business Support Team Leader
SALARY:	£28,598 to £32,061 per annum (Pay award pending)
LOCATION:	Totnes/Tavistock/Agile
CONTRACT:	Permanent

Job Purpose

The Planning Business Support Officer will work as an integral member of the Planning Business Support team focusing primarily on processing planning applications from receipt to registration, supporting planning appeals, processing of discharge of condition applications and other related tasks. The role is key to the provision of a high quality, efficient and effective Planning Business Support team. The role requires excellent communication and customer service skills, the post holder will be required to work closely with other members of the team, planning officers, agents and applicants.

Role Profile

- Process a range of planning and related applications from receipt to registration in accordance with requirements of legislation
- Deliver a broad range of administrative activities e.g. consultation, generation of advert, processing of refunds, withdrawing and readvertising applications, processing fees
- To actively work with customers to answer queries and advise on progress of applications
- Processing of pre-application advice requests
- To provide administrative support for Planning and related appeals, including organising and attending Hearings and Inquiries
- Processing Decision Notices
- To provide administrative support for the serving and confirmation of Tree Preservation Orders
- Work with other team members effectively, ensuring that all customer and performance standards and targets are achieved
- Access and accurately update all relevant information systems, both customer and back office
- Actively develop and maintain an extensive working knowledge of the Councils' services, processes and procedures



- Promote equality of opportunity in service delivery in all aspects of the role in line with corporate policies, training and procedures
- Promote a culture that is supportive of the Councils' purpose, aims and values and take all reasonable steps to maintain good employee relations
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Councils' activities
- Undertake other duties as may be reasonably required

Person Specification

Qualifications

Essential	Desirable
Good standard of education including GCSE at Grade C/Level 4 or above or equivalent in English and Maths	Educated to A Level Standard or equivalent.

Knowledge / Experience

Essential	Desirable
Experience of working in an admin/support role	Experience of working in Planning Department
Experience of providing good quality customer service	Broad and detailed knowledge of Council services, Systems and procedures

Skills / Abilities

Essential	Desirable
Strong communication skills and the ability to communicate through various channels with a range of different customers and staff.	Experience of handling difficult queries effectively
Excellent IT Skills including MS Office products and databases	
High level of accuracy and good attention to detail	



Able to plan, organise, prioritise and problem solve effectively	
Ability to travel within the Borough/District to attend Appeals as required	
Able to work flexibly to the demands of the role and work to deadlines	

General / Other

Essential	Desirable
Ability to work well as part of a team	
Willingness to develop skills and knowledge with a positive 'can do' approach	

General

The list is not exhaustive; this role profile sets out the duties of the post at the time it was drawn up. Such details may vary from time to time without changing the general character of the duties or the level of responsibility involved.

Safeguarding Children & Adults at Risk

The Council has a Safeguarding Policy which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

Equality, Diversity & Inclusion

The Council has an Equality, Diversity and Inclusion policy which outlines its commitment to creating a culture that respects and values each other's differences, promotes dignity, equality, diversity, and inclusion, encourages individuals to develop and maximise their true potential and combats prejudice, discrimination, and harassment.

Staff Code of Conduct

The public, our communities, customers, and colleagues are entitled to expect the highest standards of conduct from all people working for the Councils. The Code of Conduct sets out the general standards of conduct expected of everyone working for the Councils.

Climate Change



Contribute to the Council's corporate objectives in relation to climate change by considering the environmental impact of individual and collective actions, working to reduce resource and energy use, minimise waste, and anticipate and enhance the efficiency of services in response to a changing climate, wherever possible, to help the council reduce its own carbon footprint and that of the district.