Harlow Council Employee Profile

Job Title: **Planning Administration & Systems Team Leader** **Post Number:** **PL0001X**

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	GCSE English and Maths Grade A-C / minimum Level 4, or equivalent. A-Level, NVQ Level 4, HNC or equivalent qualification in Business Administration, Local Government Administration, Planning Administration or a related discipline, or substantial relevant experience.	Qualification in Management or Team Leadership (e.g. ILM Level 3 or equivalent). Project Management qualification or relevant training. Planning-related qualification.	Application Form Certificates Interview
Related Experience	A sound working knowledge and experience of UK Local Planning Authority planning support or administration function. Experience of planning application registration and validation, including complex application types. Experience of planning administration processes including appeals, consultations and statutory notifications. Experience of using specialist planning software systems and electronic records management systems. Experience of implementing or supporting service improvements, process changes or new ways of working. Experience of monitoring performance data and producing management information.	Experience of acting as a systems administrator for Uniform, Enterprise or similar planning systems. Experience of introducing digital solutions or automation. Experience of Power BI reporting and dashboard development. Experience of budget monitoring or financial reconciliation activities.	Application Form Interview References

Special Circumstances	Ability to attend Council offices and meetings as required. Ability to work flexibly to meet service demands and statutory deadlines. Commitment to maintaining confidentiality and complying with GDPR requirements.	Ability to attend occasional evening meetings if required.	Application Form Interview
Special Knowledge, Training	Thorough knowledge of planning application processes and validation requirements. Knowledge of planning administration systems and records management procedures. Knowledge of performance monitoring and statutory returns. Knowledge of the political and democratic environment in which local government operates. Ability to interpret plans and architectural drawings.	Knowledge of Uniform, Enterprise, Exacom, GIS, Microsoft Access and Power BI. Knowledge of service improvement methodologies and digital transformation approaches. Knowledge of planning fee regulations and income monitoring processes.	Application Form Interview Test

Skills and Abilities	Excellent organisational skills with the ability to prioritise competing demands and meet statutory deadlines. Strong leadership and staff management skills. Ability to motivate, supervise and develop staff. Excellent verbal and written communication skills. Ability to analyse information and resolve operational problems. Ability to identify opportunities for improving systems, processes and customer service. Strong ICT skills including Microsoft Office applications and specialist planning software Ability to develop procedures, guidance notes and operational processes.	Advanced Excel skills. Ability to create performance dashboards and management reports using Power BI, Access or equivalent software. Project management skills.	Application Form Interview Test
Disposition and Attitude	Customer-focused with a commitment to delivering high-quality services. Positive and proactive approach to change and continuous improvement. Ability to work calmly and effectively under pressure. Demonstrates initiative and takes ownership of issues. Professional, reliable and collaborative approach to work. Commitment to equality, diversity and inclusion.	Interest in digital innovation and service modernisation. Commitment to continuous professional development.	Application Form Interview