Job Description and Person Specification

Post Title: Planning Technician

Reports to: Development Services Manager

Scale: 3

Politically Restricted: No

Overall Purpose

1. To provide effective technical and administrative support to the Development Services Team.

2. To be the first point of contact for customers to provide advice on development matters.

3. To process planning and other applications under the guidance of the Development Services Manager and Development Services Team Leaders. This will include advising customers, registration and validation and consulting on applications, making recommendations on applications and writing reports.

4. To work closely with and assist the other members of the Planning and Strategic Growth Team to ensure that all aspects of the service are constantly kept under review and improved, and that the department is able to respond to events and workloads using a customer focussed approach.

Key Roles, Tasks and Responsibilities

1. Providing a range of technical and administrative support services to the Development Services Team including: to distribute and record incoming and outgoing post; accurately input and retrieve data from IT based systems; registration and validation of planning and other applications; to keep the department's section of the Council's website up to date and to provide administrative support for appeal hearings and public inquiries.

2. Providing high-quality front-line customer care, support and advice over the telephone, in writing and in person.

3. Responding to requests for information held by the department made by customers, stakeholders, Parish Councils, District Councillors and others including under the Freedom of Information Act and Environmental Information Regulations.

4. Processing and making recommendations on: householder planning applications, householder certificates of lawfulness; householder prior notifications applications for works to trees; and advertisement applications . This will include:

- Completing all stages of the registration and validation processes including ensuring that the fee is paid correctly in accordance with statutory requirements.
- Undertaking consultations in accordance with statutory and local requirements.
- Carrying on-site inspections.
- Negotiating and communicating with applicants, agents and consultees.
- Advising members of the public, parish councils and District Councillors.
- Assessing proposals against their conformity with national and local planning policies and guidance and all other material considerations (including representations made by consultees)
- Preparing reports and making recommendations to Planning Committee.
- Issuing decision notices in accordance with the statutory and other procedures of the department including incorporating conditions and reasons for refusal.

5. Completing all tasks associated with the processing of written representation appeals including completion of questionnaires, submission of written statements and evidence and dealing with applications for costs awards as necessary.

6. Liaising with Enforcement Officers and supporting the delivery of the enforcement function.

7. The making of Tree Preservation Orders.

8. To undertake work as part of the broader Planning Service including assisting with the workload of the wider Planning Service.

9. To work closely with and assist the other members of the Development Services Team under the guidance of the Service Manager to ensure that all aspects of the development management process and performance are constantly kept under review and improved using a customer focussed approach.

10. Attendance at designated training sessions as necessary, which may be out of normal working hours and/or at other establishments as may be required.

11. Any other duties as may be required by the Development Services Manager.

Post Characteristics

Allowances: Essential car user allowance

On call/emergency situations: None

Security/safeguarding checks: None

Health and Safety Responsibilities

1. To be familiar and comply with the Council's health and safety policies and procedures and local department specific health and safety policies and procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager or the Corporate Health and Safety Adviser for action.
3. To take reasonable care for health and safety of yourself and others.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements are complied with.
5. To not intentionally or recklessly interfere with or misuse anything that has been provided in the interests of health and safety.
6. To maintain any Personal Protective Equipment that you are issued and required to wear, and to report any defects to your line manager.

Emergency Planning/Response Responsibilities

1. To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity and other associated documents.

Person Specification

Knowledge

Essential:

A good working knowledge of the Microsoft suite of IT packages (3,4*)

Desirable:

Knowledge and understanding of the functions and services of a Local Authority (3,4*)

Knowledge and understanding of town planning and the concept of development management (3,4*)

Experience

Essential:

Experience of working within a customer service environment (3,4*)

Experience of working in an administrative environment (3,4*)

Demonstrable experience of writing letters, emails and reports (3,4*)

Skills/Abilities

Essential:

Ability to communicate effectively at all levels with excellent verbal and written communication skills (2,3,4*)

Excellent IT skills including use of Microsoft Word, Excel, PowerPoint & Outlook (2,3,4*)

Proven ability to work to deadlines and prioritise work and manage competing work demands whilst working to a high accuracy level and with attention to detail (2,3,4*)

Proven ability to produce well researched and justified advice (2,3,4*)

An ability to read and interpret plans (2,3,4*)

An ability to understand, interpret and follow planning legislation (2,3,4*)

Well-motivated and takes pride in delivering a high quality service (3,4*)

Strong team skills and a proactive, supportive way of closely working with colleagues to achieve results (3,4*)

Able and willing to work independently and under supervision (3,4*)

Ability to demonstrate tact, diplomacy and handle information in a confidential manner as necessary (3,4*)

Flexible and receptive to new ideas and ways of working (3,4*)

Qualifications/Training

Essential:

At least 4 GCSEs grades A* to C or at grade 4 and above (or equivalent qualification) including English and Maths (3,5*)

Desirable:

Administrative qualification such as NVQ (3,5*)

A recognised qualification in Town Planning, Environmental Studies, Housing, Surveying (or similar) (3,5*)

Other

Essential:

Full driving licence and use of a car for business purposes (3,5*)

Able to undertake site visits (3,4*)

Method of assessment*

1. Test prior to shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Job Description and Person Specification details:

Reviewed by: Development Services Manager

Latest Version Date: 10th April 2025

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