

Role Title	Planning Technician
Job Family	
Competency Level	All Colleagues
Pay Range / Scale	SO1
Purpose To provide support and provide specialist knowledge to the service area	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.
Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or	Specialist work area reputation is maintained or enhanced. Stakeholders are engaged with activity relevant to them. Positive feedback is received from stakeholders.

externally.	Best practice is shared.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

Job Specific Accountabilities:	End Results/ Outcomes
Validation and consultation of a range of applications	All applications validated and consulted on in line with statutory and council requirements. Records of applications and pre-application managed and stored appropriately electronically and on the Council's website in line with the Council's IT and document management systems.
Assessment of applications in accordance with government and corporate standards as well as the Council's Planning Policy framework	A range of applications including (but not limited to) Lawful Development Certificates, Household Prior Approvals, Householder applications, Advertising Consent, Approval of Details processed in line with statutory and corporate targets and timeframes.
Issuing decision notices after applications have been determined	Decision notices issued correctly and in a timely manner to ensure government timeframes are met
Provision of duty planner and pre-application advice in line with government and corporate standards as well as the Council's planning policy framework.	Provision of appropriate guidance and advice to customers as part of the Duty Planner and Pre-application services. Advice produced in a timely fashion with recommendations in line with the Council's Planning Policy framework as well as other material considerations.
Provision of a customer centred service	Queries, complaints and FOI's are answered in line with corporate standards

	Officers provide appropriate and proportionate feedback to applicants, agents, resident and other stakeholders both positively and proactively in line with government guidance as well as in response to queries submitted directly.
Processing of Planning Appeals	All planning appeals processed in line with Government and Council guidance

Nature of Contacts	
<p>Deal with internal and external customers Deal with people at all levels confidently, sensitively and diplomatically. Build and sustain effective relationships with all internal and external stakeholders. Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p>	

Procedural Context	
<p>Manage applications through the validation and statutory consultation process. Manage assigned cases through the planning appeals process Manage a caseload of household and simple minor and other applications. Take responsibility for meeting government and corporate performance standards as applies to their caseload.</p> <p>Work to detailed procedures and be able to deal with simple day-to-day problems at the appropriate level without referring to others.</p> <p>Make recommendations and provide planning advice for householder and simple minor and other applications based on Council and legislative policies and procedures</p> <p>Work to senior officer/Team Leader direction, within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice to ensure performance standards are met within a framework of policy and legislation.</p> <p>Deal with people confidently, sensitively and diplomatically.</p> <p>Flexibility, a positive attitude and ability to adapt to changes due to service needs.</p> <p>Occasionally the post will be expected to work from other locations</p> <p>Occasionally the post will be expected to attend work outside normal working hours, including attendance at evening meetings.</p> <p>Other reasonable duties as required by Head of Development Management, Planning Managers and Team Leaders as required.</p>	

Key Facts and Figures

Reports to Team Leader for relevant area.

Expected to occasionally attend work outside normal working hours, including attendance at evening meetings.

Resourcing

Budget Responsibilities: None

Supervisory Responsibilities: None

Knowledge, Skills and Experience

A basic understanding of town planning and the role of development management

A basic understanding of how services are provided in a Local Government context and political awareness about the issues facing local government

A basic understanding of town planning and urban regeneration issues in a major city context and how development management can contribute to this

A basic understanding of the legal and regulatory framework for Town Planning

An understanding of the importance of customer satisfaction with a strong customer focused attitude.

Experience of working in town planning or a related field

Ability to deliver a strong customer focused service putting the customer at the centre of the Development Management service

Indicative Qualifications

Degree in a relevant subject

Alternatively, working towards a degree in a relevant subject or a relevant professional qualification or extensive experience within a development management service.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.