

JOB SUMMARY

Post Title	Planning Technician						
Job Family	<i>Business Support</i>	Pay Range	5	Line Manager to others?	No	Role profile ref	BS05
Service Area	<i>Planning Services</i>						
Line Manager	<i>Planning Team Leaders</i>						
Location	<i>Seaclose Offices, Newport, and work from anywhere</i>						

Job Purpose To provide technical support for the various sections within Planning Services			
Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)			
<ul style="list-style-type: none"> Maintain the planning and TPO register, recognising the importance of the need for accuracy and meeting timescales, including registration and validation of all types of applications. Deal with planning service enquiries from applicants, agents, members of the public and other council services and to provide reception desk cover for the service. To make relevant appointments for officers as required in relation to planning, tree related matters, high hedge applications and complaints and village green applications. To undertake land charges and personal searches and answer requests from solicitors. Provision of technical support to planning officers including decision notices, discharge of conditions, preparation of press lists and site notices, preparation for planning committee and public speaking. Provide technical support to the planning service, including some minor application caseload. Provision of technical support for the making of TPOs; Town and Village Greens applications and High Hedge applications, including maintenance of records via ICT systems; issuing notices and monitoring as required by the service. To process payments and receipts for planning services. To update planning services website pages as required by the service. 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Practical experience within the relevant working environment.	<ul style="list-style-type: none"> <i>Experience of dealing with customers in a busy work environment e.g. the general public, colleagues, senior officers, councillors and representatives from other agencies</i> <i>Able to communicate effectively by telephone</i> <i>Team working skills</i> <i>Accurate recording of information, attention to detail</i> 		D
Working knowledge of relevant processes and systems.	<ul style="list-style-type: none"> <i>High levels of literacy and keyboard skills</i> <i>Able to learn how to use bespoke ICT systems.</i> 	E	
Knowledge of the service provided in own area.	<ul style="list-style-type: none"> <i>Basic knowledge of planning and associated processes.</i> 		D

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ICT skills including use of Microsoft applications.	<ul style="list-style-type: none"> • <i>Experience of IT packages including excel, word, outlook and web applications</i> • <i>Good IT skills to support research, accurately record</i> 	E	
Good verbal and written communication skills.	<ul style="list-style-type: none"> • <i>Capable of working to clear direction and within timescales</i> • <i>Good interpersonal skills</i> 	E	
Numerate and accurate with attention to detail.	<ul style="list-style-type: none"> • <i>Good time management and organisational skills</i> • <i>Efficient and very well organised with the ability to stay calm under pressure</i> 	E	
Understanding of how to deal with customers appropriately.	<ul style="list-style-type: none"> • <i>Good telephone manner and good interpersonal skills.</i> 	E	
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Educated to GCSE	<i>4 GCSEs (grade C or above) or the equivalent. NVQ Level 2/3 Administration or the equivalent.</i>	E	
Level 3 Business Administration or equivalent (including a requirement to work towards this level) OR able to demonstrate equivalent experience.		E	
Other Requirements			
May require relevant certifications including evidence of fluency in English language.			