# East Herts Logo JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title Planning Support Officer  
Reports to Planning Support Manager  
Team Planning Support   
Grade Grade 3/5  
Last updated 15/02/2017

## Job Summary

This generic job description covers all the Planning Support Officer roles in the Planning service. Together, the purpose of these job roles is to undertake administrative and technical tasks to support the delivery of both the development management (planning applications, planning enforcement and conservation and urban design) and planning policy functions. The Planning Support Team will support the delivery of a service that is efficient, effective, meets performance targets and provides high quality output. It will deliver a service that is responsive to customer needs and works in a way that is proactive and seeks to improve where there are opportunities to do so.

This job description covers Planning Support Officers at Technical and Administrative level. The scope of the work within each job role is set out in the operational responsibilities section below.

## Key Tasks

### Operational Responsibilities

Technical Planning Support Officer

* At Technical Planning Support Officer level post holders will be responsible for all technical tasks involved in the validation of all planning and related applications and appeals and the generation and maintenance of enforcement records and will enable the improvement of the delivery of the service where necessary

Administrative Planning Support Officer

* At Administrative Planning Support Officer level post holders will be responsible for all administrative tasks required to ensure the effective and efficient delivery of the Planning service (to include DM and Planning Policy) and will enable the improvement of the delivery of the service where necessary

All Planning Support Officers

* All Planning Support Officers will work to deliver, maintain and review a defined set of procedures which sets out the delivery of the planning support tasks and the job roles to which they are assigned.
* All Planning Support Officers will be working to ensure proactive delivery of high quality outcomes, looking to achieve improvement in service delivery where appropriate and the delivery of workloads in accordance with established performance management and quality indicators. They will be required to undertake all tasks appropriate to their level to ensure the delivery of the service. There will be opportunities to, and Officers may request or be required to input into project work outside of the normal scope of their role and that of the Planning service, either through service improvement projects or into corporate project work.
* All Planning Support Officers will be expected to work as a team, ensuring the work of their colleagues is covered through absences
* All Planning Support Officers will act as a first point of contact for customers of the service, dealing with communications proactively, responding to enquiries where they are able to, signposting customers to other services where appropriate and ensuring that effective communication is maintained when it is necessary for enquiries/ cases to be assigned to Planning Officers to address.
* All Planning Support Officers will be expected to display the council’s values and behaviours, looking to support, assist and improve the delivery of the service to customers.

### Management / Supervisory / Team Working Responsibilities

* None

### Communication & Contacts

* All Planning Support Officers will come into contact with a wide range of customers. They are expected to display the values and behaviours of the Council in all contacts, ensuring the delivery of a high quality and respected service. Contacts should be dealt with proactively, seeking to maximise the benefits that can be delivered by the service in co-operation with customers.
* Contacts will include applicants, third parties affected by development, community, residents and special interest groups, council members, other elected representatives, developer interests, service and infrastructure delivery providers, internal customers including colleagues throughout the council, service managers, directors, other senior managers, chief executive.

All Planning Support Officers should be able to communicate effectively and proactively with all customers. They will seek to deliver information in an efficient, courteous and informative manner. They will be able to engage with all customers.

All Planning Support Officers are expected to operate as a team, supporting each other to deliver an effective service to customers, to provide cover in periods of absence and to maintain effective communication between them.

All Planning Support Officers will be expected to engage fully and proactively with the Councils employment development and learning programmes, including the Performance Development Review (PDR) process or any future replacement of it. They will be expected to take part in regular meetings with managers as relevant to ensure that performance and service delivery standards are established, understood and met.

### Financial / Budgetary Responsibilities

* None

### Other

* All Planning Support Officers are working to ensure the delivery of an effective, high quality and respected service to customers. They will display the values and behaviours of the Council and will work to ensure the delivery of a proactive service in accordance with quality and performance management indicators. They will seek to ensure continuous self improvement and to support, assist and deliver improvements to the quality and delivery of the service.

# East Herts Logo

# PERSON SPECIFICATION

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We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

* Personal effectiveness
* Proactive
* Managing relationships
* Communication
* Customer focus
* Commercial focus\*

## Key Criteria

### Qualifications and Experience

* English and Maths to GCSE standard or equivalent
* NVQ in administration or computer studies is desirable

### Specialist Knowledge and Job Requirements

Technical Planning Support Officer

Technical Planning Support Officer post holders will demonstrate knowledge and experience of planning processes. Local government experience is desirable but not essential

All Planning Support Officers

* All Planning Support Officers should be able to demonstrate commensurate experience in an administrative work environment
* All Planning Support Officers should be able to demonstrate an ability to work accurately with attention to detail and to plan and prioritise work
* All Planning Support Officers should be able to demonstrate an ability to use all common computer packages and have appropriate keyboard and inputting skills.

### Other

* All post holders should be able to demonstrate experience of working in an environment where they are working with colleagues to deliver a service. They should be able to demonstrate an understanding of their role in that overall service delivery picture
* All Planning Support Officers should be able to demonstrate an ability to communicate with a range of audiences and through a range of mediums. They should be able to demonstrate experience of managing their communications and engaging proactively with customers and colleagues.
* All Planning Support Officers should be able to demonstrate an understanding of and experience of delivering outcomes in accordance with performance management and quality indicators
* All Planning Support Officers should be able to demonstrate the ability to assimilate and understand communications they receive and act on them appropriately
* All Planning Support Officers should be able to demonstrate efficient, effective and proactive communication skills
* All Planning Support Officers should demonstrate a positive and proactive approach to all customers and colleagues
* The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment