



JOB DESCRIPTION

POST: Admin Support Officer – Validation Team

DEPARTMENT: Development Management, Heritage and Planning Enforcement

REPORTING TO: Validation Team Leader

RESPONSIBLE FOR: No reportees

Grade: 2

MAIN JOB PURPOSE:

- 1. To be the first point of contact by telephone and email for general planning validation enquiries**
- 2. To provide admin support for the Area Planning Teams, Strategic Team, Heritage and Enforcement Teams**
- 3. Inputting, retrieval, and maintenance of data via Uniform and the associated Document Management System (DMS)**
- 4. Providing information and advice to external and internal customers including councillors and Parish Councils**

DUTIES AND RESPONSIBILITIES:

- Answers basic queries for planning, heritage and enforcement as the first point of contact via the corporate telephone system (8x8). Signposting to other sources of information such as the Councils website, the Planning Portal and the Government website as necessary.
- Responds to basic queries for planning, heritage and enforcement via email seeking advice from colleagues or the Duty Planning Officer if required.
- Setting up new cases in Uniform following receipt of new planning applications. Requesting additional information by phone, following up with email.
- Accurately processing correspondence in relation to planning applications, received by email, scanned post or via the comments function on the website planning pages. Re-labelling documents and redacting sensitive information with reference to GDPR guidance.
- Taking notes at meetings attended by District and County Council staff.
- Checking submitted documents and validating new applications for works to trees, non-material amendments, householder and discharge of conditions.
- Producing constraints maps using Uniform mapping function.

- Advising customers by phone and following up by email if applications are invalid. Providing specific reasons for invalidity with reference to the National and Local Validation requirements.
- Assisting with the processing of discharge of condition applications, chasing for overdue consultee responses and liaising with agents and applicants for further information by phone and email.
- Checking and advising on straight forward planning application fee queries with reference to the Planning Fee Schedule.
- Assisting with reviewing and updating procedure notes to ensure consistent working across the Validation Team.
- Promoting the benefits of self service to customers, for example, use of the Planning search pages for access to current and decided planning applications, use of electronic forms and online payment function.
- Actively participate in Continuous Improvement Projects as an individual and as part of a wider team
- Actively take part in training new staff by practically demonstrating tasks working with reference to procedure notes

Additional information

- a) Does this job require a DBS check? **No**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

REQUIREMENTS The postholder must be able to demonstrate:	MEASURED BY: A Application form I Interview T/P Test/Presentation
EDUCATION/TRAINING <i>(Academic, vocational/professional and other training)</i>	
<ul style="list-style-type: none"> GCSE Grades 4-9 (old A-C) to include English and Maths Relevant qualification at NVQ2 level or equivalent knowledge gained through experience 	A A/I
KNOWLEDGE & EXPERIENCE <i>(e.g. report writing, office experience, Microsoft office)</i>	
<ul style="list-style-type: none"> Knowledge of and competence in Microsoft Office products Good keyboard skills Experience of working within an office and/or customer service environment is desirable General understanding of the post and scanning service Basic organisational skills Basic understanding of the functions of the Council 	A/I A/I A/I A/I A/I A/I
SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i>	
<ul style="list-style-type: none"> Good communication skills both verbally and in writing Accuracy when inputting data Ability to take notes and record action points. Has the ability to prioritise workload with the support of colleagues. Ability to challenge and self-motivate when dealing with repetitive tasks Has a flexible approach to work in terms of being prepared to pick up work outside of own specialism or comfort zone to assist in emergencies or provide backfill for others. Team player 	A/I A/I A/I A/I A/I A/I A/I
BEHAVIOURS Behaviours will be tested at interview against the Council's values (further detail below)	
Empowering, valuing and developing our people Valuing our customers Being open and honest Taking ownership Being ambitious	I I I I I



Our Values

...we believe in

EQUALITY AND DIVERSITY	
<p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p>	<p>A/I</p>



**OUR
PEOPLE**



**OUR
CUSTOMERS**



**BEING OPEN
and HONEST**



**TAKING
OWNERSHIP**



**BEING
AMBITIOUS**

We empower, value and develop our people to work together as one dynamic and efficient team.

We care about delivering high quality, customer-focused outcomes with our communities and partners.

We are open, transparent and truthful.

We take pride in our work and take responsibility for our actions.

We are ambitious, inspiring our communities, taking pride in our places and striving for excellence.

