

Job Description

Service:	Development Services
Job title:	Development Management Technical Support Officer
Grade:	D
Hours of work:	37 hours/week
Responsible to:	Development Management Systems & Technical Support Team Leader
Responsible for	
Direct reports:	No members of staff
Indirect reports:	No members of staff
Budget:	N/A

Purpose of Post:

To support the Council's aspiration of supporting the sustainable growth of Huntingdonshire, this role seeks to support statutory responsibility for the recording and assessment of planning applications and appeals.

This role supports the registration and technical assessment of planning applications and appeals, leading to their validation or invalidation, liaising with applicants and agents to clearly communicate inadequacies of submissions if they are present. This must be carried out in accordance with Huntingdonshire District Council's adopted local list in addition to the statutory criteria and encompass compliance with biodiversity net gain criteria and metrics.

This role also provides support to the Development Management and Strategic Developments teams with duties required to ensure the administrative needs of the service are met and to engage with members of the public to champion customer service providing a modern, customer focussed and business friendly service.

The postholder will communicate clearly and effectively with customers (applicants, planning agents, neighbours and consultees) aware of the potential of conflicting interests and political sensitivity in a fast-paced working environment.

They will have an understanding of key legislation supporting the processing of planning applications, permitted development rights and will be capable to issue advice resolving customer queries about the planning process, when planning permission is required and when work may fall under permitted development rights. This includes acting as a point

of escalation for queries from the public which could not be resolved by the customer service centre.

The postholder will be responsible for the assessment of comments, reports, correspondence and representations in support or objection to planning applications and will both consider and apply redactions to these in order to comply with General Data Protection Regulation (GDPR) UK standards before publishing them on the council's website as part of the planning departments public register.

Key Deliverables:

Main duties and responsibilities:

- Registration, technical assessment and validation of any and all planning applications and pre-applications submitted for the consideration for the planning area and strategic officer teams (This includes the technical assessment and validation of applications, data inputting, plotting of information, collection of data, scanning of documents, sub-division of documents, the indexing of electronic data including plans and documents, responsibility for the production of the weekly list and press notice).
- Assessment of the consultees and 3rd parties requiring engagement for planning applications and subsequent issuing of consultations and notifications requesting comments in line with our statutory requirements local guidance and statement of community engagement.
- Redaction of correspondence submitted in support, comment or objection of a planning application to be published as part of the councils public planning register online in compliance with GDPR UK standards.
- Shared responsibility for the management and monitoring of the Development Control, Development Management Admin and Appeals email accounts, as well as fielding of phone calls, investigating and responding to customer queries regarding their submissions, and planning related questions including as a point of escalation for queries from the customer service centre.
- Registration of planning appeals and submission of documents and questionnaires in support of the defence of the councils' decision within strict time constraints. This will involve liaison with planning officers and team leaders and the planning inspectorate.
- To provide the full range of technical and administrative support to the Development Management and Strategic Developments Teams, including the management of information.
- Processing, formatting and issuing of planning decisions following the authorisation of a planning area or strategic team leader.

The post holder is expected to:

- Maintain a working understanding of the validation of planning applications in line with The Town and Country Planning (Development Management Procedure) (England) Order 2013 (as amended), facilitating the processing of planning applications.
- Maintain an understanding of The Town and Country Planning (General Permitted Development) (England) Order 2015 (as amended) in order to accurately provide planning advice regarding whether planning permission is required for proposed developments.
- Be capable of engaging with members of the public through a variety of mediums, whether face to face, by email or telephone and choose methods of engagement to communicate regarding the validation or invalidation of planning applications suitable to the circumstances/complexity.
- Undertake regular review of local processes, documenting and supporting them to ensure that they can support new service members. Taking proactive responsibility to update procedure notes in line with working changes.
- Gather & redact information in support of the response to Freedom of Information (FOI) requests, Environmental Information Requests (EIR) and Subject Access Requests (SAR) in line with GDPR UK requirements as needed in support of their team leader and deputy team leader responding to the requests.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required following changes and developments within Huntingdonshire District Council.

Knowledge and Qualifications	• 5 GCSEs (Grade C or above including Maths and English) • Your demonstrable knowledge includes competencies associated with NVQ Level 3 in Administration/ Business Studies and proven experience of working in a busy office. • Knowledge of office practice and administrative procedures.
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	• Knowledge of word processing and computer software such as MS Word, MS Excel and MS Outlook or computing qualifications such as ECDL or similar. • Knowledge of the use of databases and document management systems • Knowledge and understanding of the work and role of local planning authorities (LPA's), knowledge of the General Permitted Development Order and Development Management Procedure Order is desirable. • An understanding of GDPR UK requirements for the publication of data online.
Experience	• Relevant work experience involving both team and independent working, support to a team and dealing with difficult customers. Preferably 2 years' experience of working in a local authority, within a planning department. • Experience of using plans, maps and other spatial tools such as GIS software. • Experience of utilising planning software or databases including IDOX Uniform or equivalents. • Experience using document management systems including NEC Document Management or equivalents. • Previous use of Planning legislation within a workplace environment is desirable.
Skills and Abilities	• Very good communication, and customer service skills, able to employ tact, understanding and diplomacy as well as the ability to manage conflict in difficult situations, and deliver difficult messages. • The ability to read and interpret and compare and scrutinise forms, plans and maps to determine if they meet

	the required statutory and local standards. • Ability to work as part of a team and to work with minimum supervision, prioritising a workload on own initiative. • Organisational and time management skills, the ability to meet deadlines. • Flexibility to adapt to changing work requirements. • Ability to pick up new processes, procedures and computer packages quickly. • Good problem-solving skills. • Standard keyboard skills and ability to use Word, Excel, PowerPoint, Outlook and GIS. • Good standard of literacy and numeracy.
Decision Making and Impact on Others	• Workload decisions must be made as to urgency, relevance, level of assistance required and indeed whether planning is the correct department to deal with enquiries. • Makes considered decisions and communicates them clearly, taking responsibility for the outcomes and impact of their decisions . • Demonstrates confidence in their position. • Establishes clear actions and timeframes with deadlines and milestones when planning tasks. • Ensures the effective and efficient use of time and resources. • Identifies what is required before each task is begun or completed. • Monitors task progress against the plan and acts accordingly. • Re-prioritises appropriately when faced with a change in requirements.

Communication with Internal and External Customers	• Is credible and confident when presenting and communicating. • Develops and maintains productive relationships with internal and external customers. • Explores the customer's situation with them to develop a fuller understanding of the underlying need. • Delivers what they have agreed with the customer. • Advocates customer satisfaction as a key value for themselves and the council. • Deals effectively with dissatisfied customers. • Internal customer contact 50% • External customer contact 50%
Personal Attributes and Other Requirements	• A good team worker demonstrating loyalty and commitment to the organisation and team members • Identifies opportunities to make the organisation more competitive, efficient and profitable. • Flexibility to review and revisit tasks and decisions when presented with new information. • Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation. • Responds constructively and re-prioritises appropriately to a change in agenda, priorities or circumstances. • Challenges the status quo: suggests new approaches to old problems, sharing knowledge of innovative practice with others.
HDC values	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.

	Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all. Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers. Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. Respectful: We respect people's differences and are considerate to their needs. Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.
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Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.