

Role Profile

This section provides key information relating to the role

Job Title:	Planning Support Officer		
Post No:	P00929	Grade:	E
Team:	Development Management	Location:	Campus East
Responsible to:	Planning Technical Manager		

Overall job purpose:

To be responsible for the provision of technical, administrative, and procedural customer helpdesk support and advice for the Council's Development Management Service users. Administration of the Development Management (and associated including Welwyn Garden City Estate Management Scheme) applications and appeal's system, responsibility for Development Management Committee agenda, preparation, updating, use and development of electronic and manual record systems, website and statutory registers.

Key areas of focus:

1.	Provision of efficient, skilled and knowledgeable customer advice for the Development Management service providing technical support and assistance to service users and a wide range of advice and guidance to other staff, service users, councillors and the public on planning matters including technical, administrative and procedural planning issues. Providing high-quality front-line customer care support over the telephone, electronically and in person.
2.	<p>Checking the validity of submitted planning and other applications (including associated Welwyn Garden City Estate Management Scheme applications) including assessment of the requirement for planning permission and identifying the appropriate fee required in accordance with performance targets.</p> <p>Downloading and registration of valid applications using the development management administrative processing system and linked Geographical Information Systems package. Correct identification of neighbours and statutory and non-statutory consultees to be consulted (electronically and/or hard copy) and notified about the application and preparation of the consultation and notification documents, including statutory site adverts and press notices.</p>
3.	Preparation of decision notices for planning and other applications (including associated Welwyn Garden City Estate Management Scheme applications) consisting of generation of statutory decision notices, checking these for accuracy, data protection, updating and maintaining the statutory register both electronically and manually. Despatching notices to applicants and other interested parties and completing the administration of the decision process.
4.	Responsibility for statutory processes involved in making, amending and revoking tree preservation orders (TPOs), administrative support for the tree works application process (under Welwyn Garden City Estate Management Scheme,

	Conservation Area and TPO processes). Updating statutory lists and other parties when notified of new additions to the statutory list of buildings of historic interest (listed buildings).
5.	Preparation of information needed for statutory searches, interrogation of the statutory planning register and provision of advice and guidance on planning histories. Completion of the planning response to official local authority search questionnaires and associated correspondence.
6.	Administration of all planning and Estate Management Scheme appeals, including hearings and public inquiries, in accordance with statutory timetables and regulations, organising accommodation, statutory adverts and notices and support for the Planning Officers and other parties during the appeal.
7.	General administration duties supporting the planning service, including the Planning Inbox and ensuring queries are responded to or sent to the appropriate officer, representations and comments are placed on the appropriate file and checking this for data protection.
8.	To participate in the administration of the weekly list of applications
9.	Registration of complaints, generation and dispatch of acknowledgement and other letters for planning, Estate Management enforcement and types of investigations plus the Council's Customer Complaints System in accordance with performance targets.
10.	To participate in the planning support duty rota
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
A good general standard of education or relevant experience	x		AP
A relevant qualification in Planning or Environmental Studies		x	AP
Experience of working in an administrative environment	x		AP
Experience of working in planning		x	AP
Experience of providing a front-line customer care service with experience of acting courteously, sensitively and calmly.	x		AP
Experience of dealing with challenging customers	x		AP/IN
Skills and abilities			
Experience of using MS Office packages	x		AS
Ability to organise and prioritise work to fixed deadlines and service priorities	x		AS / IN
Excellent numeracy and literacy skills	x		AS
Other attributes			
Ability to research and present data accurately and clearly & solve problems, use initiative, work without supervision and remain flexible	x		AS/IN
Good communication skills both written and oral	x		AS/IN
Ability to deal with and pass on complex and contentious information	x		AS/IN

Ability to analyse and interpret service data, Word processing, data entry and data interrogation capabilities, use of GIS, ability to operate with precision and speed	x		AS
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**Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview
Our Values and Behaviours**



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.