

JOB DESCRIPTION



Effective Date: April 2024

Location: Hybrid/ Swale House (on average 2 days a week)

Job Title: Technical Officer

Grade: 5

Responsible to: Customer Focus and Business Support Manager

No. of Staff Responsible For: 0

PURPOSE OF JOB

To support the Head of Service and Chief Planning Officer in delivering an efficient and effective planning service across the Borough.

MAIN ACCOUNTABILITIES

1. To provide administrative support for the planning function including support for the Planning Applications Team, the Planning Investigations Team, and Local Plans Team.
2. To provide administrative support at planning committee, informal Planning and Transportation Policy Working Group meetings, appeals, inquiries, hearings, Court Hearings, Examinations in Public and throughout consultation exercises.
3. To manage relevant software and be responsible for updates to data sources to ensure data accuracy and effective monitoring.
4. To ensure all local administration tasks are carried out to support planning officers and to act as the operational interface with Mid Kent Planning Support Team
5. To ensure communications are maintained between the planning service and the Mid Kent Planning Support Team and escalate any issues as appropriate.
6. To monitor and respond to emails within shared mailboxes and respond to requests for information from stakeholders, members of the public and colleagues. Where necessary, to co-ordinate responses with relevant officers.
7. To act as website champion, to ensure SBC's website is comprehensive, up-to-date and user-friendly.
8. Assist the Customer Focus and Business Support Manager in setting up Complaints and FOI within the internal monitoring system and ensuring that they are responded to in a timely manner.
9. Undertake data gathering as required to support the work of the service including but not limited to monitoring the brown field site register, housing, employment, office

and retail development and occupancy, Self-Build register, caravan count and 5-year housing land supply position, and to present this in written and spatial formats as required.

10. To assist the Customer Focus and Business Support Manager with monitoring of Section 106 agreements, conditions and Planning Performance Agreements.
11. To work with legal services to take effective action where developers fail to comply with the requirements of the planning obligations.
12. To support the work of the Planning Service through the collection, generation, recording, mapping of Planning and other map based information using MapInfo GIS system and other IT systems.
13. To maintain the interactive website incorporating the Local Plan written statement and proposals map. Provide GIS based information in the appropriate formats to key stakeholders and consultants and to liaise with relevant parties to ensure appropriate information is provided.
14. To undertake training as required and other duties commensurate to grade.

Technical Officer PERSON SPECIFICATION

Attributes:		Essential/ Desirable	Assessed By
Education, Training and Knowledge	At least five GCSEs or equivalent at Grade C or above including English Language and Maths	Essential	Application
	Ability to undertake independent travel around the Borough	Essential	Application
	Knowledge of the Town and Country Planning Acts & associated legislation e.g. the Environment Act.	Desirable	Interview
	The ability to communicate clearly and effectively is essential to the role.	Essential	Interview
	As this is a customer focused role the ability to converse at ease with customers adapting communication style to suit differing audiences and provide advice in accurate spoken English is essential.	Essential	Interview
Experience	Experience of working within a local authority planning department	Desirable	Application
	Good inter-personal and communication skills including experience of dealing with the public	Essential	Interview
	Able to work under pressure, to deadlines and use own initiative	Essential	Interview
	Experience of dealing with Council Members, solicitors, agents and other professionals	Desirable	Interview
	Have effective IT skills including the ability to use Microsoft Office applications, information databases and GIS systems.	Desirable	Interview
	Adapt communication as appropriate to your audience.	Essential	Interview
	Willingness to work occasional unsocial hours (attendance at evening meetings, out of hours site visits etc.)	Essential	Interview

COMPETENCY PROFILE

Leadership	<ul style="list-style-type: none"> • Anticipates and responds flexibly to changing priorities and modernise ways of working to meet the changing environment. • Support new ways of working • Supports individuals and team at times of both organisational and personal change making appropriate adjustments to accommodate individual needs where required. • Expresses a positive approach to change and promotes the benefits of change to team and colleagues. • Attends Swale House in person to meet business and team needs in line with hybrid working practices.
Performance	<ul style="list-style-type: none"> • Keeping abreast of new initiatives and legislation in accordance with Key Performance Indicators and national targets. • Ensuring that health and safety practises policies and procedures are applied keeping employees and customers safe minimising workplace actions and injuries. Working in an inclusive way that minimises the opportunity for discriminations in line with the Council's policies. • Considers risk in the context of service development and delivery.
Ambition	<ul style="list-style-type: none"> • Maintains a positive approach when things go wrong, and demands are high. • Ensure lessons are learnt from past experiences. • Uses past experience and professional judgement/ expert knowledge to make informed decisions. • Use professional expertise and knowledge to ensure the Council is leading best practice to improve outcomes. • To undertake training as required and take responsibility for own training needs by identifying courses that will fulfil agreed training objectives.
Customer care	<ul style="list-style-type: none"> • Understands what needs to be achieved and ensures that this is communicated to ward councillors, parish councils, applicants and agents and other stakeholders as appropriate. • Actively listens to customer feedback and takes action to improve customer experience. • Evaluates and reviews the impact of service improvements from the customers perspective.
Teamwork	<ul style="list-style-type: none"> • Promotes a positive team environment with good morale • Works with other teams and colleagues internally and externally developing relationships and sharing knowledge, ideas and expertise to achieve outcomes. • Encourages colleagues to consider different perspectives in their work.