



Job Description and Person Specification

Senior Planning Technical Support Officer

Job Details	
Grade	3
Service	Regeneration and Economy
Location	One Friargate
Job Evaluation Code	

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>Under the general direction of the Planning Team Leader, Principal Town Planner or Customer Liaison and Support Officer:</p> <p>Deliver a high quality customer service in a way that contributes to the achievement of the City Council's vision and objectives for a growing and sustainable city</p>

Key Responsibilities and Accountabilities
Deal with enquiries, through varying mediums, ensuring that where possible they are resolved at first contact, or that messages are passed on to the relevant person for action; seeking to resolve queries and using judgement as to when to pass on more complex issues.
Undertake data input and document production using the range of systems in use within the Planning service. Work with the Planning Technician and Professional Planning Officers to ensure publicly accessible data is displayed in a timely manner and correct, have an awareness of the legislative deadlines and support officers to ensure deadlines are met and delays in the system are minimised.
Maintain computerised systems, retrieving information as requested, and ensuring that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
Responsible for maintaining supplies of stationery and other office consumables within the Planning service.
Place and receipt orders, and raise invoices as appropriate
Assist and work closely with the Customer Liaison and Support Officer to develop the IT systems and workflow processes within the service, including create, review, revise, develop, improve and maintain systems and procedures for the service to improve and respond to change.
Ensure data is handled in line with Data Protection Regulations.
Maintain up to date knowledge of corporate systems and standards and pass on information to other team members.
Assist with the allocation and prioritisation of work within the relevant geographical team and undertake quality checks in relation to the work produced by the team, providing cover to other geographical teams as required.
Be proficient in the use of IT systems to ensure appropriate records and files are maintained.
Contribute actively to the achievement of a good customer focused approach to service delivery within the section, participating in the development and maintenance of quality systems to ensure continuous monitoring and improvement to service quality and customer satisfaction for the service provider.
Support with the training of technical support officers within the team to ensure office systems, procedures and health and safety requirements are met.
Be able to work on own initiative and as part of a team, demonstrating flexibility in the approach to work as required by the service.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:		Internal:	Monitoring Officer Planning Policy Officers Development Management Officers Customer Liaison and Support Officers

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines. attending any training and undertake any development activities that are identified as mandatory/beneficial to their role. any other duties and responsibilities within the range of the salary grade.

Responsible for

Person Specification	
Requirements	
Knowledge	Knowledge of the services provided by Local Government
Knowledge	Knowledge of customer care and the principles of equal opportunities in providing a Planning function.
Knowledge	Knowledge of IT packages and systems to support ongoing office activity and of specialised systems that support technical activity.
Knowledge	Knowledge of health and safety in relation to the office environment.
Knowledge	Basic knowledge of the planning system and legislative timeframes for the planning process

Knowledge	Knowledge of Data Protection legislation and implications.
Skills And Ability	Ability to prioritise own workload to ensure deadlines are met and tasks/duties are managed effectively.
Skills And Ability	Excellent communication and interpersonal skills, both written and verbal to deal with members of the public and establish rapport with colleagues and team members.
Skills And Ability	Good level of IT skills to ensure precision and accuracy for data input and retrieval.
Skills And Ability	Ability to deal with conflict and find a suitable resolution to issues that may arise.
Skills And Ability	Good literacy and numeracy skills to assist with the production of a variety of correspondence
Skills And Ability	Excellent organisational skills to maintain office systems, arrange meetings and ensure deadlines within the team are met
Skills And Ability	Be proficient in the use of IT packages
Skills And Ability	Able to demonstrate a flexible approach to work patterns and systems, work effectively as part of a team and on own initiative.
Experience	Of a wide range of technical administrative based duties preferably in the planning field.
Experience	Of producing a range of high quality documents such as presentations, spreadsheets, reports
Experience	Experience of using computer databases, and Microsoft packages such as powerpoint, excel, word and outlook
Experience	Of dealing with a wide range of customers in order to handle and resolve enquiries.
Qualification	Formal IT qualification e.g. RSA, NVQ or equivalent.
Special Requirements	Good standard of numeracy and literacy. Willingness to undertake any necessary formal training

Disclosure and Barring Service (DBS)	
Does the role require a DBS check?	
Find out which DBS check is right for your employee - GOV.UK	
And if so, which type?	



Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>
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Declaration			
Reviewed/Created By:			
Job Title:		Date:	