

NEWCASTLE-UNDER-LYME BOROUGH COUNCIL

JOB DESCRIPTION

Job Title: Support Officer		Grade: 7
Directorate: Regeneration & Development		Service: Development Management/ Planning
Post No:	JE: A338	Date of Issue: March 2018
Responsible to: Technical Support Team Manager		

Main Purpose of Job:

To provide technical and administrative support within the Development Management business unit.

Main Tasks/Duties/Responsibilities

1. To be the lead and expert support officer in a field of technical work required by the Development Management service area
2. To validate all types of planning and TPO and Trees in Conservation Area applications; the processing of all types of such applications; including their inputting into the computer system; scanning of documents; undertaking consultations and publicity; including the preparation of site and press notices; and the preparation and issue of decision notices. To also input and process applications for the approval of details required by conditions, for the confirmation of discharge of conditions, and for the acceptance of non-material amendments to existing permissions
- 3 To carry out technical and administrative functions in connection with the processing of such applications, including the process of downloading of applications from the Planning Portal, receiving fees, informing applicants/agents of reasons for invalidity; inputting responses from consultees and letters of representation onto the computer system; and acknowledging receipt of valid applications and representations
- 4 To provide factual information to the public, in person, over the telephone or in writing, in connection with "planning" applications
- 5 To undertake duties in connection with the Planning Committee and similar meetings, including the handling of call-ins by Councillors
- 6 To deal with (by action, recording, response, etc) or where appropriate pass onto others, incoming communications including telephone calls, emails and other written communications

- 7 To assist planning officers in the processing of enforcement complaints and planning appeals including completing questionnaires, the display of site notices, attendance at appeal site visits, and production of supporting documentation / plans as appropriate
- 8 To give verbal, technical and procedural advice to officers, public and other interested parties and assist front line staff in ensuring the completion of valid applications
- 9 To undertake duties such as the monitoring and investigation of complaints, assist in the collection of statistical information to monitor performance, and maintain systems for customer satisfaction surveys, and information retrieval
- 10 To play a full part in the administrative and general work of the Planning Service as required

Occasional Tasks/Duties/Responsibilities

1. To undertake tasks related to other functions within the Planning Service of a similar nature as indicated above

General

1. To be aware of and comply with current Health and Safety Regulations and the Borough Council's Health and Safety policy and procedures as they relate to the duties and responsibilities of the post.
2. To be proactive in personal and professional development, updating knowledge and skills by appropriate means as agreed annually through the Council's Performance Appraisal Scheme.
3. To maintain awareness of risks and incorporate these into the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your manager.
4. To produce any performance information required in a reliable, timely and accurate way, in accordance with the Council's Data Quality Policy.
5. To be aware of and adhere to the Council's Equal Opportunities Policy.
6. To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Equality Act).

7. To be familiar with the obligations and requirements of the council's information security and data protection policies and procedures as they apply to the post, ensuring that confidential and sensitive data used by the post holder is held securely and personal data is obtained, processed and disclosed only in accordance with the principles and requirements of the Data Protection Acts.
8. To be aware of and adhere to the Council's Safeguarding Children and Adults at Risk of Abuse and Neglect Policy

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.