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| JOB ROLE PROFILE AND PERSON SPECIFICATION |

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| Post Title: | Technical Support Officer |
| Post Number(s): | TBC |
| Grade: | Scale 6 |
| Service Area: | Planning and Growth |
| Section: | Development Management |
| Team: | Technical Support  |
| Reports to: | Head of Technical Support / Technical Support Team Leader |

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| Purpose of the Role: |

**As a technical support officer within the Council, you will**:

* Perform to a high standard against service delivery targets
* Help deliver service improvements
* Communicate effectively with customers and other partners/stakeholders
* Collaborate constructively with partner organisations and other stakeholders including internal services and colleagues
* Demonstrate and promote Enfield Council culture behaviours in day-to-day practice

**The technical support officer will be responsible for undertaking duties shown below as assigned by their line manager. The combination of duties may include some or all of the following dependent on customer demand and service priorities:**

* Operate a ‘fast track’ planning decisions service, carrying a small case load of planning applications, fully processing these to recommendation stage
* Process planning enforcement reports from internal and external parties using expediency test criteria, fully processing these to recommendation stage
* Have a working understanding and detailed knowledge of the technical and statutory requirements of planning application validation and permitted development, and the relevant legislative framework
* Have an ability to communicate to the customer where a planning enforcement report is not found to be in breach of planning control
* Help implement service improvements, develop, and test new practice, and record progress against key objectives
* Have a working understanding of customer demand, and help create processes that deliver improved customer journeys
* Develop practices that generate savings and/or income targets
* Support the planning team in the delivery of successful decision making for residents of the Borough

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| Dimensions including Structure Chart: |

1. **Financial dimensions:**

The post holder will:

* Raise purchase orders and goods receipt invoices within the e-market place and within the Councils financial regulations
* Retrieve income from central payments systems, and record locally ensuring VAT is correctly accounted for
* Respond to income reconciliation queries for statutory and non-statutory income
1. **Structure Chart:**



1. **Supervisory responsibility:**

The post holder does not have any supervisory responsibility, however, will be expected to assist with the induction and development of new colleague and entrants through shadowing, and on the job training.

1. **Nature of reporting relationship between post holder and line manager**

The post holder reports directly to the Technical Support Team Leader and has regular supervision and performance reviews.

1. **Key areas for decision making**
* decide if a planning application meets the required statutory and local criteria for registration
* decide the extent of consultation for planning applications against set criteria, some of which is complex, and invite comments
* process Fast Track applications to recommendation stage, including assessment of the proposals against national and local policy
1. **Any other relevant statistics**

The team annually process up to 5000 planning applications; 1000 enforcement cases; 200 planning appeals and 3500 land charge searches. It is expected that these numbers will fluctuate due to market factors and economic stability.

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| Key Accountabilities: |

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| 1 | Independently organise own caseload, monitoring tasks to ensure they can be completed effectively and within performance standards some of which will be statutory. Plan and prioritise work, being flexible to accommodate other work as required, including peaks and troughs in workload and service demands |
| 2 | Understand Town and Country Planning Act fee legislation to calculate statutory and discretionary fees for complex planning proposals and communicate charges to customers. Administer income to enable planning services to be delivered on time and in budget. |
| 3 | Process ‘Fast Track’ casework against set standards processing through to recommendation stage within the timescales set, by:* assessing the proposals presented in the drawings and documents against local and national policy
* undertaking a detailed desk top review of the planning history and site constraints
* considering comments made by interested parties and the impacts proposals may have on them
* negotiating with applicants and agents where amendments are required
* undertaking lone site visits to the applicant’s home or premises, if required during the planning application assessment stage
* writing a case-report and recommending a decision in accordance with legislation and policy
* representing the Council where any subsequent appeal is presented
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| 4 | Understand the General Development Procedures Order in relation to the national and local planning application requirements to validate the full range of planning applications received, with a focus on strategic and complex case work, some of which will have agreed planning performance status and will require a project led approach. Ensure all application submission criteria has been met and liaise with applicants and agents where applications fail to meet the validation test. |
| 5 | Provide specialist technical support to customers on local and national procedures and practice in relation to planning application validation and the General Permitted Development Order, planning committee, planning appeals, planning enforcement and Local Land Charges, in writing, by telephone, in person and/or through Webchat. |
| 6 | Process planning enforcement reports from internal and external sources including colleagues, residents, citizens and ward councillors against set expediency test standards through to recommendation stage within the timescales set, by:* Extracting detailed information from the customer regarding the works being undertaken
* Undertaking a detailed desk top review of the property and site history
* Undertaking an assessment of the works against the General Permitted Development Order to establish status as permitted development
* Managing customer expectations, some of which may be challenging, relative to actions the Council is or is not enabled to take
* Responding to customers – communicating formal outcomes of initial assessment and next steps if any can be taken
* Escalating reports through to the Planning Enforcement team for full investigation and action
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| 7 | Process the full range of planning and enforcement appeal case work received from the Planning Inspectorate (PINS). Complete appeal questionnaires for minor case work setting out the Council’s position within the timescale set by PINS. Administer the Written Representation process and assist with Hearings and Inquiries |
| 8 | Validate and process all Local Land Charges search applications, interrogating a range of council based digital systems to retrieve and filter relevant information, responding in detail to Law Society CON29 enquiries |
| 9 | Deliver a pre-paid land charge search checking service, involving interrogation of GIS land data to confirm search extent details and fee.  |
| 10 | Produce a range of standard/ non-standard planning performance reports and management statistics, for the purpose of monitoring productivity, decision making and key performance indicators. |
| 11 | Compile the Planning Committee agenda for distribution to Democratic Services, issue invitations / notifications to relevant parties and prepare the PowerPoint presentation.  |
| 12 | Maintain records and statutory registers using relevant databases, document retention schedules, GDPR and local practice.  |
| 13 | Resolve enquiries and problems, some of which will arise from the postholders own casework requiring a degree of knowledge in the service area and which may be complex or contentious, raised by customers about their own application or by residents and citizens affected by proposed works or unauthorised works. Understand when to escalate and update colleagues and customers with timescales and actions taken, ensuring clear outcomes are communicated. |
| 14 | Deliver a range of administrative support including, booking customer appointments, attending meetings, and recording actions, providing copies of planning documents to customers and assisting with the collation of information resulting from Freedom of Information requests. |
| 15 | Enable customers, citizens, and stakeholders to engage with the planning process through self-managed digital platforms, including the council’s website, and Planning Portal. Communicate clear digital pathways to service users and develop shared understanding of their needs. |
| 16 | Any other duties reasonably requested by management |
| 17 | Carry out all accountabilities and other duties, in compliance with the Council’s Policies and Procedures |

The range of outcomes we expect you to do are set out above, however this is not intended as a complete description of your job. We reserve the right to ask you to undertake any tasks that are consistent with the grade to ensure effective service delivery.

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| Key Relationships: |

**Internal:**

* In-house teams submitting planning applications and local land charge searches on behalf of the Council.
* Ward Councillors regarding planning applications in their ward areas and reporting potential breaches in planning control.
* In-house teams submitting data maintenance requests for the Local land Charges register
* Democratic Services to compile the planning committee agenda and communicate meeting arrangements.
* The postholder is expected to engage with Directors, Ward Members, key heads of service, managers, and staff within all departments, to promote the work of the Planning and Growth service, work in partnership and seek to deliver joint solutions

**External:**

* Daily contact with external planning applicants, agents, and developers through the processing of their planning submissions and consideration of ‘Fast Track’ proposals.
* Daily contact with service users in relation to enforcement reports, planning duty officer appointments, planning representations and local land charges
* Daily contact with the Planning Inspectorate (PINS) in relation to planning appeals
* Regular contact with citizens, residents groups and a range of statutory and non-statutory organisations such as the Environment Agency and Historic England, wishing to engage in the planning decision process
* Ad hoc contact with Planning Portal in relation to fee refunds, online application submissions and processing and the Greater London Authority for application referral requirements.
* HM Land Registry (HMLR) and Local Land Charges Institute (LLCI) on a range of topics relevant to Local Land Charges practice

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| Equality and Diversity: |

The Council has a strong commitment to achieving equality in its service to the community and the employment of people and expects all employees to understand, comply with and promote its policies in their own work.

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| Health and Safety: |

The post holder shall ensure that the duties of the post are undertaken with due regard to the Council’s Health and Safety Policy and to their personal responsibilities under the provisions of the Health and Safety at work Act 1974 and all other relevant subordinate legislation.

For a more detailed definition of these responsibilities, refer to the current versions of the Corporate Health& Safety Policy, Group Safety Policy and employee information leaflet entitled "Health & Safety Policy; Guidance on Staff Health & Safety Responsibilities".

#### Corporate Health and Safety Responsibilities

All employees have personal responsibilities to take reasonable care for the health and safety of themselves and others. This means:

1. Understanding the hazards in the work they undertake.

2. Following safety rules and procedures.

3. Using work equipment, personal protective equipment, substances, and safety devices correctly; and

4. Working in accordance with the training provided and only undertaking tasks where appropriate training has been received.

Employees shall co-operate with the Council by allowing it to comply with its duties towards them. This requires employees to:

* take part in safety training and risk assessments and suggest ways of reducing risks; and
* take part in emergency evacuation exercises.

Employees shall report all accidents, ‘near miss’ incidents and work-related ill health conditions to their manager/supervisor/team leader.

Employees shall read the Corporate Health & Safety – Organisation Part B Policy to ascertain and understand their responsibilities as an employee, line manager, Assistant Director or Director of the Council.

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| Information Security: |

In order to protect the confidentiality, integrity and availability of Council information, including information provided by customers, partner organisations, and other third parties, where applicable, employees will comply with the Council’s Information Security Policy.

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| Statement of Commitment to Safeguarding of Children and Vulnerable Adults through safer employment practice: |

Enfield Council is committed to safeguarding and promoting the welfare of children and vulnerable adults. Safe recruitment of staff is central to this commitment, and the Council will ensure that its recruitment policies and practices are robust, and that selection procedures prevent unsuitable people from gaining access to children, young people and vulnerable adults. All staff employed to work with or on behalf of children and young people in the Council must be competent.

All staff working with Children & Vulnerable Adults should be aware of and share the commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults when applying for posts at Enfield Council.

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| PERSON SPECIFICATION |

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| **Job Title:** | **Technical Support Officer** | **Grade:** | **Scale 6** |
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| **Department:** | **Environment & Communities** | **Team:** | **Technical Support**  |

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| **KNOWLEDGE, SKILLS & ABILITIES**Application – A; Test – T; Interview – I | **HOW TESTED**  |
| **Essential Job Specifics – Skills, Experience and Competencies** |  |
| 1. As this role is technical in nature, covering a range of specialist areas, you will have an ability to accurately interpret, use and/or assess information presented to you. This may relate to\* Drawings, site plans, and maps\* Legislation and practice notes\* Instructions and guidance from governing organisations | A, T, I |
| 2. Proven ability to work independently and address challenges as they occur, using a range of organisational techniques including negotiation, influencing, and building relationships with colleagues, peers, managers, and customers. | A, T, I |
| 3. The ability to use databases and systems effectively to deliver high quality and accurate services. | A, T, I |
| 4. Proven ability to deliver services on time and within a performance led framework | A, I |
| 5. The ability to learn quickly, develop knowledge and apply understanding to meet the demands of a highly technical role within a statutory framework. | A, I |
| 6. As a regular and intrinsic part of this role requires you to speak to members of the public in English, the ability to converse at ease with customers and provide advice in accurate spoken English is essential and consistent with the requirements of this role. This role also requires you to be polite and courteous when conversing with the public. | A, I |
| **Desirable Job Specifics – Skills, Experience and Competencies:** |  |
| 1. 3+ years’ experience of working within technical support/business administration team; or Level 3 NVQ in business administration, or similar. | A, T, I |
| 2. Experienced in the use of Idox Uniform and or TLC system | A, I |
| **Other special requirements:** |  |
| 1. The successful candidate will have knowledge of delivering successful outcomes within a performance managed framework.
 | A, T, I |
| 1. The successful candidate will have knowledge of managing customer expectations and responding to challenging behaviour
 | A, T, I |
| **Candidates: Please ensure you address the following behaviours in your responses to the essential (and desirable if applicable) criteria above.** |
| **Behaviours**Appropriate behaviours are key to the delivery of our vision for Enfield. We want staff who will work collaboratively, flexibly, and constructively, and exhibit this ethos in all their dealings with residents, colleagues and partners. Our leaders will be exemplars of the following behaviours and encourage them in staff at all levels.  **Take Responsibility** We want staff who are willing to make decisions and be accountable for them. Staff should have a positive can-do attitude where they see problems as challenges which can be overcome. They should accept responsibility for service delivery, be clear about their service offer and deliver what they promise.**Open, Honest and Respectful**We want staff who are comfortable and confident to acknowledge the difficulties and the barriers they face. They should also be able to constructively challenge the way things are done where there is evidence that it impedes service delivery. Challenge should be conducted in a professional, courteous manner with the aim of reaching a mutually agreeable resolution.**Listen and Learn** We want staff who are prepared to actively listen and reflect on customer concerns with a view to understanding the customer’s point of view. Staff should be able to receive constructive criticism and be prepared to adapt the way they operate and deliver services where appropriate.**Work Together to find solutions**We want staff who can work collaboratively with other departments and partners, freely sharing their knowledge and skills to identify solutions to address customer concerns.  |