

# Kent County Council

## Job Description: *Planning Technical Support Officer*

---

<b>Directorate:</b>	<b>Growth Environment and Transport</b>
<b>Unit/Section:</b>	<b>Planning Applications Group</b>
<b>Grade:</b>	<b>KR7</b>
<b>Responsible to:</b>	<b>Team Leader Planning Technical Support Team</b>

### **Purpose of the Job:**

Assist the Planning Applications Group in the provision of technical support processes associated with the receipt, fee administration, registration, publicity, consultation and decision making for all types of planning applications and submissions, including pre-application queries and post decision correspondence received by the Group.

Maintain and organise information, records and systems used within the Group and provide customer service in response to correspondence, including responding to site history and information requests. Maintain and update the bespoke ICT systems, template letters and assist in the provision of information to support the committee processes, collation and reporting of statistics concerning the service.

Contribute to the delivery of sustainable development across the County and enable development and control of mineral and waste management capacity and community infrastructure.

### **Main duties and responsibilities:**

- Provide planning technical support services to support key stages in the planning process. Register and acknowledge all correspondence received by the Group and accurately enter data on the planning ICT system. Scan, organise and redact information relating to all types of planning submissions and correspondence received within the Group. Maintain the information within the Group generic email account. Prepare and present information ready for public viewing at the appropriate stage in the planning process as required and in accordance with Group and legislative processes. Make appropriate amendments and updates to information at the required time in the planning process.
- Use bespoke planning ICT systems to accurately plot information on a map, produce planning constraints and neighbour notification maps. In liaison with the Case Officer, produce and send relevant correspondence for all types of applications received within the Group at various and key stages of the planning process as required. Produce consultation correspondence and statutory publicity press adverts as required, arranging publication in the appropriate newspaper. Maintain appropriate records within the system to meet audit requirements in liaison with other team and Group members to ensure the specific requirements of each application are met.
- Maintain records relating to time extensions using Planning ICT systems. Liaise with relevant case officers, applicants and agents to ensure the target date for decisions are managed and entered on the appropriate system. Provide planning technical support to assist case officers in relation to agreeing time extensions with applicants and agents.

- Provide planning technical support to the decision-making processes for all types of applications and decisions. Produce information relevant to committee processes including pre-committee correspondence, agendas, probity and other information as required. Generate decision notices in accordance with Group and legislative processes communicating decisions to applicants and interested parties. Provide technical support and information as required in order to support the referral, complaint and appeal processes and where required, assist in the preparation of appeal documents to the Planning Inspectorate, and if necessary, attendance at Public Inquiries to undertake administrative duties. Maintain accurate records of all types of decisions made and ensure that the relevant computerised records are updated.
- Retrieve information from the planning ICT systems and other information sources within the Group and produce reports, including provision of the weekly list report and information on applications received and applications decided. Produce information as required for the Department for Levelling Up, Housing and Communities (DLUHC) and quarterly returns on speed and quality of decision making.
- Maintain and organise planning information in relation to live and historical records in a variety of formats. Produce site histories and other information required to respond to Information Requests, including via Icasework. Ensure that information is stored and handled appropriately. Ensure that all queries received by email or telephone are dealt with effectively and in accordance with the Council's customer care standards.
- Operate and maintain the live and test planning ICT carrying out system administration as required, including user testing of databases, amending document templates, producing reports, maintaining user access and updating system settings. As a planning ICT system superuser assist others in the efficient and effective use of the system. Contribute to the design, development and upgrade of planning systems as required and assist in the delivery of projects relating to systems used within the team. Raise help desk queries as necessary with the system supplier.
- Enter details of the fees received by the Group into the planning ICT systems and corporate finance systems as required. Raise purchase orders using corporate systems, input invoices and carry out goods received recording as required. Undertake processes relating to invoices and purchase orders as required in order to meet year end timescales.
- Update and maintain the Planning Application Group website including application forms, fees, committee processes and guidance ensuring information is digitally accessible and reflects up to date Group processes.
- Where appropriate, act as deputy for Team Leader Planning Technical Support and provide assistance to the Team Leader as required in support of planning technical support team matters. Represent the Team Leader at meetings, presentations, user and working groups, as required.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

# Kent County Council

## Person Specification: *Planning Technical Support Officer*

---

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• 4 GCSEs (C grade or above) including English &amp; Mathematics or equivalent.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience in working in a Local Government environment (or similar related experience) in a technical support function including in relation to meeting customer service requirements.</li><li>• Experience in working in a multi-disciplinary environment, and in fostering appropriate working relationships.</li><li>• Experience in relation to receiving and handling information and in maintaining information in a variety of formats.</li><li>• Experience in relation to computerised administration and document filing systems.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• The post holder will preferably have some knowledge of planning or other similar statutory procedures. However, demonstration of a commitment and a capacity to learn new areas of work are essential.</li><li>• A methodical approach to work with an emphasis on accuracy and attention to detail.</li><li>• Ability to plan, prioritise and organise a diverse workload, to work under pressure to meet deadlines.</li><li>• Excellent ICT and word processing skills, including use of Microsoft office software particularly word and outlook. Ability to use Adobe software and to use and become proficient as superusers of bespoke ICT systems including planning application systems, such as Mastergov, IDOX and finance systems such as IPROC.</li></ul>

	<ul style="list-style-type: none"> <li>• Ability to use ICT and systems in order to create and produce accurate documents in accessible formats and to convert documents from word to pdf.</li> <li>• Ability to maintain accurate filing systems in a variety of formats and to organise scan and redact information using bespoke systems and to plot information accurately on a map using GIS systems.</li> <li>• Good written, oral and presentation skills.</li> <li>• Ability to work both independently, and also as part of a team.</li> <li>• Well-developed inter-personal and customer service skills.</li> <li>• Ability to work collaboratively and constructively with internal and external partners and to respond to customer enquiries.</li> <li>• Fluent in spoken English to the extent necessary to perform the role effectively, so that a high quality service can be provided to the public.</li> </ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• An understanding of planning legislation and processes and an interest in planning matters would be an advantage.</li> <li>• Knowledge of planning technical support function and activities carried out to support the planning process including registration, consultation, publicity, committee processes and planning decision processes along with public register requirements would be an advantage.</li> <li>• Knowledge of Mastergov or other similar planning ICT systems would be an advantage.</li> <li>• Knowledge and understanding of customer service expectations and dealing with information in a variety of formats from various sources.</li> </ul>
<b>KENT VALUES AND CULTURAL ATTRIBUTES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> </ul>

- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

**Flexible/agile** - willing to take (calculated) risks and want people that are flexible and agile

**Curious** - constantly learning and evolving

**Compassionate and Inclusive** - compassionate, understanding and respectful to all

**Working Together** - building and delivering for the best interests of Kent

**Empowering** - Our people take accountability for their decisions and actions

**Externally Focused** - Residents, families and communities at the heart of decision making