

Kent County Council

Job Description: *Technical Support Officer - Ecological Advice Service*

Directorate:	Growth, Environment and Transport
Unit/Section:	Natural Environment and Coast Team
Grade:	KSD
Responsible to:	Senior Biodiversity Officer

Purpose of the Job:

The post holder will support the Natural Environment and Coast Team by contributing to the delivery of the Ecological Advice Service. The service has a database to log and manage enquiries and consultations, which the post holder will manage.

They will be the first point of contact for reports of consultations, enquiries and applications referred to the Ecological Advice Service. They will be responsible for logging them on the appropriate system and ensuring the responsible officer is notified and collecting available information to support the database entry.

They will help to manage KCC databases to log responses and follow-up enquiries and they will prepare standard responses to simple, non technical, enquires.

They will assist the team by undertaking duties to enable team members to concentrate on complex and non-routine matters.

Main duties and responsibilities:

- Managing the planning applications database through the recording and assignment of planning application consultations and pre-application consultations
- Supporting biodiversity officers through provision of the necessary information required to assess the ecological impacts of planning applications – from validating information to the downloading planning documents from the Planning Authority planning portals.
- Manage the biodiversity inbox - be the first point of contact within the team for the local planning authorities, Contact Centre and KCC staff.
- Collect and collate relevant records for the production of monthly reports
- Digitising planning application boundaries on to GIS

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

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Person Specification: *Technical Support Officer - Ecological Advice Service*

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.

	CRITERIA
QUALIFICATIONS	Educated to GCSE level or equivalent, including passes at C grade or higher in Maths and English.
EXPERIENCE	- Experience of working in a customer-oriented environment - Relevant experience of managing customer enquiries - Drafting correspondence
SKILLS AND ABILITIES	- Ability to organise and prioritise workload to achieve deadlines - Ability to work independently - Computer literate. Able to use MS Office and other typical general office packages - Able to demonstrate attention to detail - Ability to find and source relevant information. - Able to communicate effectively, both verbally and in writing, at all levels with internal and external stakeholders and members of the public - Able to manage and organise information
KNOWLEDGE	Knowledge of the services provided by the team
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: - We are brave. We do the right thing, we accept and offer challenge - We are curious to innovate and improve - 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
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