

Context statement

To accompany job description and person specification when required

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Job title: Technical Support Officer

Generic job description: ES587 c-d; Dorset Grade 7-8. This post is at grade 7.

Directorate/Service/Team: Planning – Development Management (Place)

Organisation Structure

Reporting to: Technical Support Area Team Leader (Planning)

Responsibility for: Providing support to the Development Management Team.

Context of Work

The Technical Support Officer is part of the embedded Business Support team within Development Management.

The role is responsible for the management and administration of applications for Planning Permission. Most new buildings or changes to existing buildings or to the local environment need consent - known as planning permission. Development Management is responsible for deciding whether a development should go ahead. This role helps to support customers through this application process as well as providing a vital link between the customer and their Planning Officer.

General duties will include:

1. Manage the validation, registration and administration of pre application advice, permitted development and planning applications, including the input of data into the computerised recording systems, the production of acknowledgements, consultations, notifications, decision notices and conditions by letter or email.
2. Manage the registration of planning appeals, production of the questionnaire, dispatch of the Council's statements, receipt of appellant's and other statements and post decision administration for appeals, both planning and enforcement.
3. Assess and check the appropriate level of planning application fees required, the level of infrastructure charges required and other income and be responsible for the proper handling of cash, cheques and electronic payments received and refunds made, in accord with the Council's accounting and cash receipting practices and policy.
4. Assist personal visitors, telephone callers and email enquiries in association with the Customer Support Team, to access planning information and where appropriate to explain planning proposals, procedures and policies and assist with the understanding of plans and documents. Deliver chargeable validation checks.
5. Provide support to the planning officers by, the research and provision of site histories, the management of files and documents and answer enquiries on behalf of the officers.
6. As part of a team achieve the service standards set for Planning Technical Support team.



7. Be responsible for the proper handling of cash, cheques and electronic payments received and refunds made, in accord with the Council's accounting and cash receipting practices and policy.
8. Receive, deal with as necessary and distribute communications either by post or in electronic form.
9. Produce good quality information which meets the needs of the user, is easy to understand, reliable, accurate, complete and timely: ensure that data and information are securely stored and confidentiality is maintained where applicable.
10. Observe equality and diversity practices and procedures and promote equal opportunities at all times.

Although the customer is the residents of Dorset, the support team will have a customer type relationship with other stakeholders such as internal directorates, agents, builders and other local authorities and external partners.

Travel Requirement

There is no significant travel requirements for this role. However, you may be required to work from different Dorset Council offices in order to provide resilience to the team.

What are the behaviours and why are they important

There are four behaviours for every member of staff, regardless of role and grade, which reflect DC values, the behaviours are: Responsibility, Respect, Recognition. By embodying these behaviours we are able to work collaboratively together as one team.

Behaviours are all about how we do things, what we say and how we say it, how we treat others and how we expect to be treated. When used alongside our vision and values, they help us all achieve our goals and targets and gain reward, enjoyment and satisfaction from our work. Each member of staff should demonstrate behaviours consistent with our values

Context statement prepared by:			
Manager		Date	