

Job Description

Job Title	Technical Support Officer
Directorate	City Development
Service Area	Planning
Grade	4
Competency Level	1
Salary	£27,254 – £31,022
Job Type	Hybrid
Location	City wide
Disclosure and Barring service (DBS)	Not required
Job Evaluation Ref No.	

Job Purpose

To provide technical and administrative support in relation to any of the functions provided by the Planning Service including validation of all types of application received. To champion customer service to provide a modern, customer focussed, business friendly service.

Directly Responsible For:

Not applicable



Directly Responsible To:

Planning and Building Control Technician

Main Areas of Responsibility:

- Provide technical and administrative support within the Service, in a flexible manner ensuring that an effective, efficient and customer focussed service is delivered within required timescales
- Provide support in relation to any of the functions undertaken by the Service to enable specific and overall objectives of the team to be achieved
- Assessment of fees, receipting, validating, inputting and processing all applications received by the service, in respect of Planning, Building Control and Land Charges
- Preparation of reports and letters in connection with items put to planning committee
- Collection, receipting and banking of all types of income received. Ensuring income is banked to correct budget and all necessary financial records are kept.
- Raising of invoices and full use of the Council's financial systems.
- Use and maintenance of accurate records, systems and databases/spreadsheets to enable effective and useful information, reports and statistics to be produced
- Digitising financial charges on relevant system
- Inputting of enforcement complaints
- Responding to complaints made and use of the corporate complaints system
- Assisting the Policy team in any work associated with the team and Local Plan

- Processing of all appeals in respect of planning applications and enforcements
- To deputise for team leader in his/her absence
- Undertake photocopying/printing/duplication/binding as required within timescales agreed
- Accurate maintenance of filing systems within the Service to enable files to be accurately located within the system
- To order and issue of stationery within the Service, ensuring accurate stock records are maintained
- To arrange the maintenance, repair and replacement of vehicles, machinery and passes
- Provide assistance to visitors/telephone callers to the Service ensuring that they are dealt with in a professional and effective manner
- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.
- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact
- To operate in accordance with objectives, targets and timescales required undertaking duties in accordance with regard to qualifications and experience.
- Embed the Local Plan's vision and strategic priorities in planning decision making to help maximise development opportunities

Supervision and Management Responsibility:

- No supervisory or line management responsibilities

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- This position may involve sitting at a desk and using a computer screen for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance

- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level: **Level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Personal Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Competencies associated with NVQ Level 3 in Administration/Business Studies (A, I)

Experience

Essential

- Proven experience working in a busy technical administrative team, preferably within a related technical discipline (A, I)
- Significant experience in data input and interpretation of data (A, I)

Desirable

- Producing statistical information
- Experience of working within a technical environment
- Experience in staff supervision
- Significant experience of using mapping/GIS based IT systems

Skills/Abilities

Essential

- Excellent communication skills both verbal and written (A, I)
- Excellent ICT skills (A, I)
- Ability to work under pressure and to tight deadlines (A, I)
- Ability to work as part of a team (A, I)

Desirable

- Proven problem-solving experience
- Ability to assess plans/applications for fees and validation
- Ability to develop solutions to improve productivity

Commitment

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to provide a quality planning service