

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Technical Support Officer

Planning Service - Place, Economy and Environment Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To provide customers, the public, internal and external stakeholders including Councillors with a high quality, consistent and efficient support service for the effective administration and robust performance management of the Planning Service. To support the Technical Support Manager, Technical Support Team Leaders and all other members of the Planning Service in their role and duties.

Accountable to:

Technical Support Team Leader. The role sits within the Planning Service, part of the Place, Economy and Environment Directorate in West Northamptonshire Council.

Responsibilities:

1. To make a proactive and positive contribution to the effective delivery of the Planning Service, this will include working flexibly and positively to achieve the objectives of the council.
2. To deliver excellent customer service in every interaction for all internal and external customers, including Councillors.
3. To respond in a timely and professional manner to requests for support from members of the public seeking to engage with the Planning Service. This will include providing support to the Customer Contact Centre and the Complaints and Customer Feedback teams where required.
4. To support timely responses to (and monitoring of) customer, MP and Councillor complaints and feedback to ensure the Planning Service is consistently meeting corporate service standards.
5. To support the regular entry of data into, and the collation of data from, DEF and our IT systems to ensure the Planning Service is consistently meeting, and exceeding, its statutory and corporate Performance Indicators and demonstrating best practice.
6. To process customer data in accordance with GDPR and within the required service levels as set by the Head of Technical Support, or corporately where applicable, including the processing and redaction of comments and other documents prior to online publication.
7. To process and record payments received for planning applications in accordance with the Council's procedures.
8. To provide support to other members of the Planning Service in the timely registration, validation and processing of planning applications, pre-application enquiries, Planning Performance Agreements, extensions of time, appeals, enforcement cases and any other processes carried out within the team / service and in accordance with agreed service standards.
9. To provide support to the Planning Policy team where required, particularly during peak periods of public or internal consultation.
10. To support the Assistant Director and Technical Support Manager with aspects of process improvement and systems review where needed.

11. To support the Assistant Director and Technical Support Manager with the delivery of aspects of the Planning Service's Communications and Engagement Strategy where required.
12. To support the Assistant Director and Technical Support Manager with the co-ordination of the Agents and Developers Forum, Member training, Parish and Town Council training and staff CPD programmes as required.
13. To take responsibility and encourage personal development and continuous improvement within the team alongside the Technical Support Team Leaders to develop a thorough understanding of current issues, processes, legislation or systems.
14. To support the Technical Support Team Leaders in the training and support of Career Grade Officer and Apprentices within the team and the Planning Service.
15. To follow, at all times, all planning and other legislation such as Data Protection - GDPR, Freedom of Information (FOI) and Health & Safety at work.
16. To undertake any other duties commensurate with the general level of responsibility of this post.
17. To maximise personal productivity, minimise duplication and errors: and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
18. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
19. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Displays a positive, 'can do', proactive and supportive attitude in a team environment	E	A, I
Consistently strives for continuous improvement and excellence	E	A, I
Time/priority management: high level of proficiency	E	A, I
Ability to work under pressure and to deadlines	E	A, I
Displays good attention to detail	E	A, I
Verbal: display a good level of ability; exhibit a clear & comprehensible verbal style	E	I
Writing: display a good level of ability; exhibit a clear & comprehensible writing style in line with Plain English principles	E	A
General IT skills: basic keyboard/typing skills, use of Windows, word- processing and email. Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	E	A, I, D

Knowledge:	Essential / Desirable	Measured by
Knowledge of all Microsoft Office products such as Outlook, Word, Excel & PowerPoint	E	A, I, D
Understanding of current data protection legislation	D	A, I
Knowledge of the planning system and legislation	D	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a busy office environment	E	A, I,
Experience of working within Local Government	D	A, I,
Experience of working in a busy customer focused area	E	A, I,
Knowledge of the planning system and legislation	D	A, I,

Education, training and work qualifications:	Essential / Desirable	Measured by
5 GCSEs (or equivalent) including Maths and English at Grade 5/ Grade C or above.	E	A, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	The Forum, Towcester
Job family band:	RT 04	Worker type:	Part - Flexible
Salary range:	£26,516 to £28,013	Budget responsibility:	N/A
People management responsibility:	None		

Working conditions & how we work:

We are open to discussions about flexible working.

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from our Towcester office you will be working remotely for up to 3 days a week (including from home).

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

