



Job Description and Person Specification

Job details

Job title:	Data and Performance Officer
Grade:	Band 6
Reports to:	Operations Lead
Responsible for:	N/A
Directorate and Service area:	Growth and Regeneration

Purpose of the job

This role works across the functions of Planning Policy and Development Management and Enforcement. The postholder will fulfil allocated tasks and duties to meet the operational demands of the Planning Service.

Performance: Contribute to the performance and development of the Planning Service through regular management and monitoring, evaluation and reporting of projects, budgets, action plans, programmes and outputs and outcomes. This shall include providing administrative support to those leading projects to ensure they are progressed.

Data: Operate as an IT superuser for all systems utilised within the Planning Service. Be responsible for the management of data and how it can be effectively extracted and represented to the support management decisions.

Principal responsibilities

Generic:

1. Assisting senior colleagues and Managers in the Planning Service.
2. Ensuring the highest levels of customer service.
3. Support initiatives and all aspects of process improvement and systems review where needed.
4. Take responsibility for personal development and continuous improvement to develop a thorough understanding of current issues, processes, legislation or systems.
5. To maximise personal productivity, minimise errors and produce high quality and timely work outputs.

Specific tasks:

6. Provide regular management and monitoring, evaluation and reporting of projects, budgets, action plans, programmes and outputs and outcomes.
7. Compile performance statistics to populate returns for local and national performance indicators.

8. Produce financial statements and programme information for Planning Service Managers.
9. Be an IT Superuser for planning systems, providing training and support to the users of the systems generating reports and updating templates and processes as required.
10. To monitor, report on and support the timely responses to customers, MP and Councillor complaints and feedback to ensure the Planning Service is consistently meeting corporate service standards.
11. Handle Fol, EIR and SAR requests and process data in accordance with GDPR.
12. To deputise for the Operations Lead in their absence.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

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

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Educated to degree level or equivalent experience to demonstrate the same level of:</p> <ul style="list-style-type: none"> • Attaining a critical understanding of theories and concepts, • A conceptual understanding of a level that is necessary to devise and sustain arguments, and/or to solve problems with an appreciation of the uncertainty, ambiguity and limits of knowledge. • An ability to manage their own learning and to deploy accurately established techniques of analysis and enquiry. • The ability to communicate information, ideas, problems and solutions to both specialist and non-specialist audiences, the exercise of initiative and personal responsibility and decision-making in complex and unpredictable contexts. 	Some experience of working in the English Planning System.
Experience and Knowledge	<p>Basic understanding of the English Planning System. Demonstrate ability to prioritise workload and operate under own initiative. Project Management</p>	<p>Experience of using computerised planning systems and GIS. Working knowledge of current planning legislation and practice.</p>
Abilities and Skills	<p>Good communication skills Ability to write concise and accurate reports to tight deadlines</p>	Able to successfully negotiate planning improvements with developers

Attributes	Essential criteria	Desirable criteria
	<p>Able to deliver excellent customer service under pressure</p> <p>Computer literate</p> <p>Good organisational skills</p> <p>Able to travel independently to sites across the Council's administrative area, or further away to attend meetings and events on behalf of the Council. For example, the ability drive with access to own transport.</p> <p>Good time management skills</p> <p>Good personal presentation</p> <p>A team player</p> <p>Confident and assertive</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors		