

Job Description

Job title	Technical Assistant
Directorate	PLACE : Regeneration, Culture and Environment
Division	Planning Service
Range	MPR 3
Reports to	Principal Planner DM

Main purpose of the job:

Support the work of the Planning Service by providing technical, administrative and professional assistance that contributes to a range of development management, planning policy, and project and research activities.

Assist in the development, implementation and maintenance of the Planning information systems and processes, including consultation representations, spreadsheets and contact databases. Provide a customer service in dealing with enquiries and maintaining up-to-date information on the Planning pages on the Council's website.

To effectively and efficiently deal with a small caseload of minor planning and other applications and to provide support to case officers in the appeal process.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

- Maintain and develop information management systems, records and processes for the team, to provide accurate and accessible information to underpin the team's work.
- Undertake research work including web searches, collation of statistics, and planning history searches to respond to internal and external queries, applications and appeals and contribute to the team's projects to provide good customer service and help deliver the team's work programme.

- Carry out technical tasks, such as data analysis and basic mapping, to provide support to team colleagues to deliver an effective service.
- Assist in the planning and coordination of the team's engagement work, including statutory consultation programmes, liaising with a range of stakeholders, including developers and statutory consultees, to help secure meaningful engagement in a variety of planning work covering development management, planning policy and specialist team projects.
- Deal with a case load of planning applications of a minor nature such as householder and LDC applications and provide support to DM case officer at appeal, particularly in relation to informal hearings and public inquiries.
- To support the maintenance of the Planning pages on the Council's website to provide clear and up to date information to internal services and external interests.
- Demonstrate commitment to professional development and enhancing technical knowledge, so that application of skills contributes to delivering the team's work programme.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Principal Planner DM.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to BTEC Higher level or equivalent
- A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent
- Working towards Level 3 xx or equivalent.

Level B (in addition)

- Working towards a planning qualification

Level C (in addition)

Knowledge

Level A

- A rudimentary understanding of planning procedures and practice

Level B (in addition)

- Evidence of how you have taken opportunities to develop technical knowledge and skills
- Some knowledge of research and analytical techniques appropriate to work in Planning.

Level C (in addition)

- Knowledge of digital processes and software.
 - Working knowledge of key processes in Development Management and Planning Policy.
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Experience

Level A

- Experience of working with spreadsheets, databases and other information records.
- Experience of carrying out minor research and technical tasks, under instructions.

Level B (in addition)

- Experience of engaging with internal services, customers or wider stakeholders in a professional and courteous manner.
- Experience in processing planning applications of a minor nature such as householder and LDCs
- Evidence of proactive contribution to wider team working, such as specific support for colleagues, or suggestions for improvements to team processes.
- Experience of carrying out research and technical tasks, with minimal supervision.

- Experience of specialist software packages used in the Planning Service, such as Uniform, Exacom, OpusConsult, Idox or web-publishing software.

Level C (in addition)

- Examples of showing innovation and/or made specific suggestions for service improvements.
 - Examples of personal contribution to data management and analysis work, beyond maintenance of operational systems.
 - Examples of identifiable leading contribution to research and technical tasks, with limited need for supervision and/or corrections.
 - Experience of successfully working with difficult, large or sensitive audiences.
 - Experience of technical work with specialist software packages used in the team.
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Skills

Level A

- Ability to manage time effectively, self-motivated and well organised in planning own workload and setting appropriate objectives and deadlines.
- Collaborative worker and makes a positive contribution to team working and understands how individual work links to wider team
- Good understanding of IT systems, specifically MS Office – Word, Excel, Access, Teams and Outlook, GIS software, and use of the Council's Development Management systems to access information, with ability to familiarise with new and emerging specialist planning software.
- Good numerical skills, with attention to detail and accuracy, particularly in working with large and complex data sets and records.
- Clear communication skills, with the ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organisation.
- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations.
- Commitment to equality and diversity, accepting differences and treating everyone fairly.

Level B (in addition)

- Ability to work with minimal supervision on defined tasks and procedures supporting the work of the Planning service.
- Enhanced IT skills, particularly in relation to information management and development data, where you can work with complex datasets and records, with minimal supervision and/or corrections.

Level C (in addition)

- Well-developed IT skills with ability to apply to digital enhancements to the planning service, data management and analysis, and able to work independently on projects.
- Ability to contribute to the design and development of the planning services procedures and processes making recommendations to improve efficiency and effectiveness particularly in relation to use of digital technology.

- Ability to liaise professionally with a range of stakeholders, including large, sensitive or challenging audiences or customers.