

JOB DESCRIPTION

JOB TITLE	Technical Clerk
GRADE	Band D
REPORTING TO	Principal Planning and Enforcement Team Leader
JD REF	REG0058G

PURPOSE

To provide generic, efficient, and cost-effective technical and business support for the following service functions:

- Planning
- Building Control
- Local Land Charges
- Street Naming and Numbering
- Planning Appeals
- Planning Enforcement

MAIN DUTIES AND RESPONSIBILITIES

- To undertake all necessary technical and administrative tasks and duties relating to the validation, registration and processing of all applications, notifications, and notices from their initial receipt through to the closure of the relevant case file, all in accordance with agreed procedures.
- Assist in processing, maintaining, and updating accurate case file records and associated document management systems, ensuring that all information provided from varying sources, are in the correct format and meet all relevant requirements and, where necessary, in line with the Data Protection Act.
- Required to process and distribute all relevant documentation received or generated in a timely and accurate fashion in accordance with statutory provisions and timescales.
- Respond appropriately and proficiently to technical and general enquiries from customers by telephone, electronically, in writing or face to face by the skillful application of knowledge and experience giving initial advice and assistance.
- To carry out all administrative work involved in processing "Search" enquiries, culminating in the preparation of formal responses to those enquiries within agreed time limits, ensuring that the relevant information is accurately recorded within the electronic registers and the notices sent out to the customer in accordance with all relevant procedures and legislation.
- Study ordnance survey maps, GIS map layers and case files to retrieve the site history to provide replies to CON29 R and O and other local land charges enquiries.
- Respond to solicitor's requests for further information after searches have been carried out.

- To capture georeferenced data for all application types, to a high standard of performance, as required for the accurate digitising and maintaining of all site boundaries, capturing hazards and constraints, new site areas and enabling site history checks for all statutory registers.
- Responsible for taking payments in various forms, ensuring that they are appropriately receipted and processed in accordance with the council's financial systems and agreed procedures. Details of those payments to be recorded and correctly coded into the back-office system, recording any discrepancies (under/over-payments), and correcting any errors.
- To actively promote customer service standards and ensure that the first point of contact approach is developed, providing general information, logging information on systems and assisting members of the public by providing high-quality front-line customer care support over the telephone, electronically and in person.
- To maintain and operate several appointments system ensuring that appointments are arranged within the service's performance targets Maintain electronic diaries (Building Control/Land Charges) and booking appointments with developers and applicants. Interrogate the Council's CRM system and extract information as to arrange professional Officers appointments for customer site inspections etc.
- Undertake general administrative activities associated with the operation and maintenance of the service functions i.e., deal with incoming and outgoing emails and post, carry out photocopying, digital scanning duties, maintaining of an efficient archiving and filing system and other routine clerical tasks as required.
- Maintain a high level of understanding, knowledge and competence of all ICT applications used within the service functions in order that services are provided in an accurate, timely manner and secure manner.
- Assist in the promotion, marketing, and provision of customer care initiatives, so that the unit is customer focused and committed, within an increasingly competitive market. To assist in the promotion of effective and efficient service delivery and support and improve the overall performance of all the administrative activities within the Service.
- Maintain a working knowledge of the roles of others in the admin section to provide cover during absence.
- Undertake such other duties and under the general direction of the Team Leader as may be reasonably required within this post to support the operational needs of the service areas and the Council in general, including maintaining business continuity and during any civil emergencies

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- Skills demonstrating a good standard of numeracy, literacy, and accuracy.

Knowledge and skills:

- Excellent customer service skills to focus on customer satisfaction and delivery of a quality service.



- Ability to deal with sensitive and difficult people/situations.
- Competent level of IT skills to include Microsoft Office and a range of job specific local government systems
- Excellent communication skills, including the ability to deal with members of the public in person and on the telephone in a confident manner
- Well-developed ability to manage a challenging workload under pressure and to deadlines, using own initiative and demonstrating skills in work prioritisation, organisation, and time management.

Experience:

- Good general and extensive administration/office experience applicable to the range of duties required of the post.
- Ability to work effectively with individuals, teams, customers, partners, and staff, understanding the functions and needs of the service and the organisation.
- Experience of working with the public.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge and skills:

- Knowledge of building terminology would be an advantage.
- A willingness to acquire additional knowledge in relation to new and emerging planning legislation
- To be able to plot accurately using a GIS system or equivalent experience of other systems
- Ability to read, measure and understand drawings/plans.

Experience:

- Experienced in working within a local authority environment.
- Experience of working to service performance standards and targets.
- Experience of estimating and negotiating.
- Working knowledge of the Data Protection Act 2018

ADDITIONAL INFORMATION

The postholder must be able to travel across the borough

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.



DATE OF APPROVAL: 2ND NOVEMBER 2021.

APPROVED BY: KATH LAWLESS – AD CHIEF PLANNER.

