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Job Profile including Job Description and Person Specification

Job Description

Job Title: Senior Planning Administration Support Officer	Grade: SO2
Section: Development Management	Directorate: Environment and Community Services
Responsible to following manager: Planning Technical Support Manager	Responsible for following staff: Planning Administration Support Officers
Post Number/s:	Last review date: August 2018

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

Responsible to the Planning Technical Support Manager for the delivery of a high quality, good value, at speed administrative support function for the Planning and Transport Division. To take a pro-active role in the allocation of day-to-day resources within the team to ensure the delivery of successful planning outcomes. To ensure that all customers receive a polite, professional and timely service for their requests for information and processing of their planning applications and requests for information.



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Specific Duties and Responsibilities:

1. Manages a team of up to 3 Planning Administration Support Officers and Planning Technical Support Apprentices and other staff as allocated in accordance with Council procedure.
2. Responsible for day-to-day supervision and work allocation within the team; completes staff returns; monitors sickness absence under the Council's code and takes appropriate action where necessary.
3. Responsible for Service-wide administrative and technical support functions including: scanning and indexing of correspondence within the correspondence management system; ordering stationery and other supplies; responding to property enquiries; linking with finance staff; responding to general telephone inquiries;
4. In liaison with Planning Technical Support Manager, responsible, for the administrative processes in support of Development Management functions, including data entry, generation of standard correspondence, site and press notices, weekly lists, scanning, indexing and archiving of documents.
5. Ensures the team's effective use of Planning Service software, including the Planning database, scanning and indexing software, and GIS. Contributes to further development of systems and attends user groups as appropriate.
6. Ensures close liaison with the Senior Validations Officer to ensure appropriate allocation of workload throughout the Planning Technical Support Team across both Richmond and Wandsworth locations. Will work across both sites to ensure delivery of cost-effective value for money service.
7. Ensures that work practices comply with established procedures and contributes to the review and development of procedures.
8. Deals with telephone and other enquiries from the public in respect of the service.
9. Liaises with other departments and outside bodies as required.
10. Regularly reviews and monitors performance reports, data collection, collation and presentation related to the running of the service and reports findings to Planning Technical Support Manager.



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11. Provides regular management information reports to the relevant service heads on workload including throughput of applications and proposes developments to processes and procedures to enhance service delivery.
12. Ensures the collection and supply of information for statutory and non-statutory returns and liaises with senior staff in Development Management on completion and submission of returns.
18. Responsible for the administration of TPO applications/CA notifications from receipt to the generation of decision letters, including consultations, deal with general enquiries on trees by the public, tree surgeons and consultants; administer the preparation of Tree Preservation Orders, including the required legal notices associated with serving and confirmation and dealing with initial objections to TPOs.

Generic Duties and Responsibilities

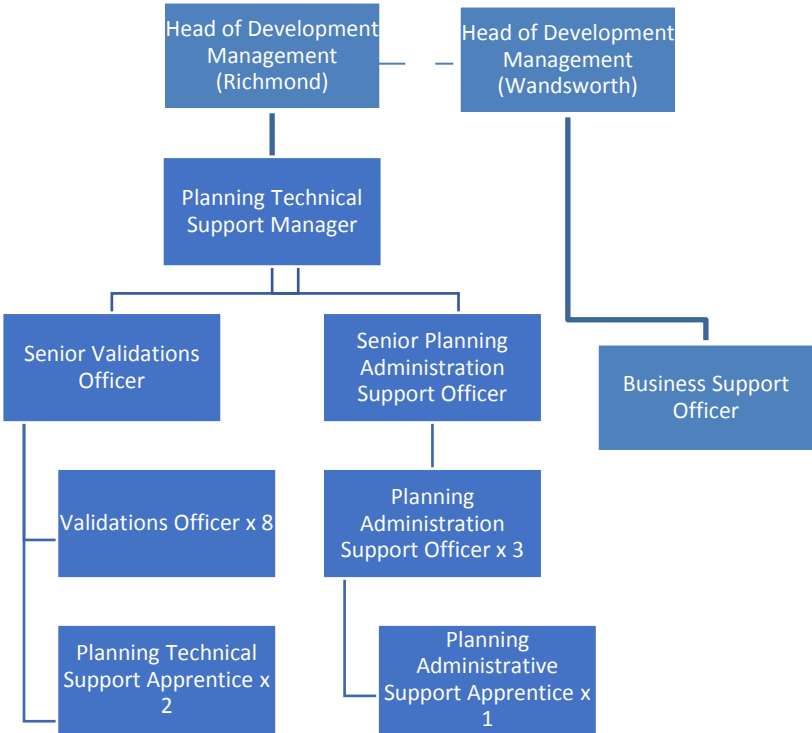
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand the both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.



Additional Information

Not applicable.

Current team structure





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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
Proven working knowledge of the Planning process	I
Experience in the use of computer databases and other office software, such as Word, Excel, Outlook etc. with a thorough working knowledge of software and document management systems used in the Planning Service	I



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Experience	
Experience of successfully organising and supervising a team to deliver positive outcomes to strict timescales	I
Experience of delivering a service in a client support and/or customer services environment	I
Skills	
Proven organisational skills, including prioritising and allocating work to meet often conflicting deadlines	I
Proven verbal and written communication skills and ability to deal with Councilors, senior managers, colleagues from other departments, outside bodies and members of the public	I
Ability to influence and implement change in a small team	I
Must be able to motivate the team to high standards of performance including when carrying out mundane routine tasks	I
Ability to deal effectively with numbers and data and to produce and interpret management information	I
Ability to work outside flexibly to achieve targets	I
Ability to liaise with other departments and outside bodies	I
Qualifications	

A – Application form

I – Interview

T – Test

C – Certificate