

Royal Borough of Greenwich

Job Description

DEPARTMENT:	Place and Growth
DIVISION/SECTION:	Planning and Building Control
POST NO:	Planning DRES_PLA10, DRES_PLA11, DRES_PLA12, DRES_PLA13, DRES_PLA14, DRES_PLA15 Building Control : DRES_PLA***, PLA***
GRADE:	Sc5 - 6
DESIGNATION:	Planning and BC Support Officer

Purpose of Job

To work as part of team in the provision of administrative and technical support to Planning and Building Control. To be proficient in one main service area of Planning and Building Control but to be able to deal with main tasks across both services as required.

To ensure the provision of consistent continuous and timely, high quality administrative and technical support processes as required to service the full range of activities and business operations of the Planning and Building Control Service.

To take lead responsibility for assigned tasks/duties and support projects, ensuring that work and duties are appropriately prioritised and carried out to the required high standard within specified timescales to meet required deadlines.

To undertake these functions in accordance with corporate core principles, key aims, service plans, relevant national legislation and guidance, financial regulations and standing orders, ensuring the provision of a high quality service to all customers.

Summary of main duties and responsibilities

Professional/technical - Planning

1. Download all planning applications from the Planning portal including all associated documents and fees. Create electronic files for all new applications and assemble information required including researching past site and application histories and relevant information such as but not limited to highway implications, conservation areas and listed buildings.

2. Supporting planning officers with the administration of planning applications through receipt, validation, registration, consultation to determination and subsequent appeals.
3. Review all applications, pre-applications and planning performance agreements to ensure that all fees are correct and recorded.
4. Prepare and dispatch public consultation letters, site notices and press notices and consultation material for Ward Councillors and ensure consultation electronic copies of applications are properly uploaded onto the public facing website and supplied, where necessary to other divisions, directorates and external public bodies.
5. Ensure that work is undertaken in an accurate manner and is turned around in a timely and effective manner. Ensure all administrative practices and procedures are adhered to and performance standards are met.
6. Ensure site notices are despatched and posted to applicants. Carry out hand delivery consultation as required.
7. Ensure the committee notifications are carried out accurately to ensure committees can proceed unhindered by procedural issues.
8. Assist in the provision of an enquiry service for the public and deal with enquiries, both telephone, email and correspondence, on administrative matters relating to planning and building control. Provide administrative advice on planning.

Professional/technical – Building Control

9. To accurately undertake the full range of technical support tasks required to support the Council's statutory Building Control function and other related Building Control application processing functions in line with legislation and Council procedures
10. Check details and fees on building control applications. Liaise with applicants where fees or details require correction or further documentation is required. Receiving payment on fees and administrating refunds where required in accordance with financial regulations.
11. Create electronic files for new cases and assemble information required. Researching case history as required
12. To accurately record, monitor, distribute and respond to incoming written correspondence (letters, emails, and online), as appropriate, and to ensure that all enquiries are dealt with in a timely and professional manner in accordance with Divisional and Council standards and practice. Assist in the provision of an enquiry service for the public and deal with enquiries relating to building control. Provide limited technical building control advice and co-ordinating responses from other departments to building control enquiries.
13. Arrange inspection visits for Building Control Surveyors and oversee surveyors' diaries.
14. Preparing and raising invoices for Building Control work. To ensure all fees and financial transactions are properly undertaken and recorded, including reviews of applications to ensure correct fees are secured

15. Ensure all administrative practices and procedures are adhered to and performance standards are met. To accurately draft, check and update documents and templates as required, ensuring appropriate layout, language, tact and diplomacy
16. Maintain Building Control records for case work and technical information. Use these files to provide information to the Land Charges section for enquiries made by Land Charges, solicitors, personal searches, etc. Collate the necessary information, drawings, drainage, soils, etc. and arrange for copies to be made.
17. Prepare and distribute regular monitoring reports and statistical returns using electronic facilities as appropriate. Use reports to monitor statutory and agreed timescales.
18. To ensure that Dangerous Structure are registered. Where direct action occurs that invoices are processed and expenditure is collected. Co-ordinate with the dangerous structure service provider to ensure invoice is accurate and sent out promptly to reclaim monies.

Accountable to the Business Support Manager for providing administrative and technical support to Building Control.

General – Planning and Building Control

19. Undertake a range of Planning and Building Control administrative support work, in addition to those covered above, including general clerical IT work and project assistance. Using a range of software to provide administrative support (e.g. document scanning software, presentation software, publishing software, database software).
20. Contribute to regular team meetings aimed at improving service delivery and planning the future work of the team.
21. Undertake any other work appropriate to the level and general nature of the duties of the post.
22. The post holder is expected to be committed to the Council's core values of public service, quality and equality and to demonstrate this commitment in the way they carry out their duties.
23. Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
24. Ensure at all times that work undertaken actively promotes the Council's Equal Opportunities, Customer Care and Environmental policies in relation to service delivery and personnel practice
25. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection Act, the Council's Equal Opportunities and Customer Care policies, and relevant legislation.
26. To undertake any other work appropriate to the level and general nature of the post's duties.
27. Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made

available via the Council's Apprentice Levy funding. To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.

28. To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.
29. Prepare and output details of planning applications to the Council's website using the computer software system.
30. Prepare press notices weekly for planning applications.
31. Input and update information on planning applications, appeals and enforcement to the geographical information system (GIS). Create geographical information for each application. Search and analyse information from GIS for inclusion in committee reports.
32. Prepare and distribute regular monitoring reports and statistical returns using electronic facilities as appropriate. Use reports to monitor statutory and agreed timescales.
33. Check details and fees on planning and building control applications. Liaise with applicants where fees or details require correction or further documentation is required. Receiving payment on fees and administrating refunds where required in accordance with financial regulations.
34. You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Additional responsibilities to Scale 6 (CG 4)

35. Ensure sampling of fees are undertaken for the Manager and provide with results both for BC and Planning.
36. Registrations and consultations for major applications.
37. To provide support for the Dangerous Structures and the call WATES contract including processing call out and reclaiming monies accrued from owner.
38. To assist in the co-ordination and collation of management information and performance statistics for local and national performance indicators, including the monitoring of divisional performance against key indicators, and liaising with team managers and deputies regarding the formal reporting and use of information for performance management and service improvement purposes.
39. To undertake all aspects of the business support for the various statutory planning appeal processes undertaken by the service.

40. To undertake and support customer interface improvement initiatives, such as satisfaction surveys, agents' forum, and procedural and customer transformation workshops.
41. Providing support for any value added services and discretionary charged services such as the Design Review Panel, duty appointments, pre-applications, planning and building control enquiries services.
42. To be able to carry out the principal functions of both Building Control and Planning administration and technical support.
43. Uploading SI06 agreements to applications.
44. Process income from planning, building control, sales of data and pre-application income.
45. Provide training to junior staff or apprentices where required and actively help others to maximise their potential.
46. Deal with simple non major applications in entirety, as a planning officer would, under the supervision of a qualified planning officer.
47. Issuing planning decisions

Designation of the Post to which the Post-Holder normally reports to: Business Support Manager (Planning and Building Control)

