

Job Description

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| DEPARTMENT: | Regeneration, Enterprise & Skills |
| DIVISION: | Planning & Building Control |
| SECTION: | Planning & Building Control |
| DESIGNATION: | Business Support Team Leader (Planning Admin) |
| GRADE: | P03 |
| POST NO.: | DRES PLA02 |
| REPORTS TO: | Assistant Director (Planning & Building Control) |

Purpose of Job

- To manage up to 15 staff that provide technical administrative support functions to the planning, building control and Land Charge services.
- Support the service managers to maximise the collection of income through land charges, planning applications, pre-applications and Planning Performance Agreements.

Summary of main duties and responsibilities

Financial

1. Responsible for the financial accounting and management accounting necessary for the effective monitoring and management control of the service area and advise the service managers and Assistant Director (Planning).
2. Ensure the prompt and accurate presentation of invoices / Service Level Agreements / statements and all supporting documentation and for the efficient control of credit and collection of income. Liaise with clients to ensure payment for services are made as required.
3. Comply and ensure compliance with the Council's financial procedures and the budgetary arrangements of the Directorate.
4. Support the service managers and seek to ensure the maximum amount of income possible is achieved through, pre planning application fees, planning performance agreements and fees for Land Charge searches and Building Control income.

Professional

5. Responsible for the efficient operation of technical administrative support services to Planning, Building Control and Land Charges.
6. Manage staff who deal with planning applications, in support of planning officers, from reception, validation, registration, consultation and determination of applications.

7. Manage staff who process land charge searches, developing systems and liaising with other Council directorates and other Directorate services who have to provide part of the information required to complete the searches.
8. Co-ordinate and monitor minor planning applications dealt with by the Business Support team
9. Developing IT and other systems in conjunction with third parties, for example with the national planning portal, software suppliers, the Council's IT service and other Council Directorates on an ongoing project to upgrade the IT servers, planning website and planning software. The engagement with these third parties are complicated and difficult with significant implications financially and for the planning service.
10. Monitor the progress of Planning Performance Agreements, Extensions of Time and Pre-Applications providing weekly updates to the service managers.
11. Manage the Document Management System and its output to the online Planning website, including any necessary configuration.
12. Responsible for supporting the planning function which is a high profile, business critical service, requiring proactive management of the support service to ensure that it runs smoothly in line with statutory timescales and agreed processes, ensuring quality control.
13. Provide financial and statistical information for a range of purposes and advice as required to the Assistant Director Planning.
14. Be responsible for producing and analysing performance management data and for producing briefing papers and weekly reports.
15. Responsible for the efficient operation of the on-line planning system including updating of information, consultation, promotional material and development of the planning web site, liaising with the Council's web team, internal IT and system suppliers as required.
16. Responsible for the day to day operation of the Planning software (currently Acolaid). Being systems administrator for this software, which is also used by GIS, Environmental Health and Transportation.
17. Liaise with the system support service for the development, maintenance and testing of upgrades and migration to new servers.
18. Investigate planning application processes and IT issues as required by the Assistant Director (Planning).

Managerial

19. Line manage up to 15 staff ensuring the provision of technical administrative support services to Planning, Building Control and Land Charges to support the delivery of an

efficient and effective service and including PRADS and sickness management as required.

20. These staff to be trained in a range of skills including the registration and validation of planning applications, dealing with minor planning applications in entirety and undertaking land charge searches.
21. Allocate work, agree targets, monitor progress, assess and implement training programmes and generally develop and motivate staff to perform effectively.
22. Provision of support services to Planning and Building Control in relation to finance, personnel, office management and general administration.
23. Measure and control the quality and efficiency of the service, taking appropriate action to address any issues.
24. Review and develop the business process and administrative practices to improve the performance and efficiency of the service and enhance the opportunities for business generation, with a view to closing the gap between the cost of the service and income received.
25. Assist the service with identifying and implementing changes to modernise the service, in particular moving towards processes being more online and electronic reducing the need for and the expense of, printing and postage.
26. To represent the Directorate at internal and external meetings in relation to the operation of the technical support service in respect of Planning, Land Charges and Building Control process as required.
27. Take an active part in supporting the management of the service aimed at improving service delivery and undertake projects or functions at the request of the service managers.
28. Ensure enquiries and complaints are responded to in accordance with the Directorate's and Council's complaints procedure.

General

29. Undertaking any other work appropriate to the general nature of the duties of the post
30. To carry out all duties with due regard to health and safety regulation and legislation, Data protection legislation, the Council's equal opportunities policies, customer care policies and any local agreements.