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Ambitious
Always learning**



JOB DESCRIPTION

Job Title:	Technical Clerk		
Directorate:	Place	Salary:	£25,989 - £29,540 plus £729 London Weighting
Section:	Planning	Grade:	BG-I SCP 06 - 14
Location:	Time Square	Work Style:	Flexible

Key Objectives of the role

- To provide essential administrative support to the planning function.
- Facilitating an integral link between the Officers, other service areas, the Planning Inspectorate and customer services.

Designation of post and position within departmental structure

ASSISTANT DIRECTOR: PLANNING

PLANNING SUPPORT MANAGER

TECHNICAL OFFICER

TECHNICAL CLERKS

Daily and monthly responsibilities

- Checking information and entering data into a computer database, particularly in relation to the registering and processing of planning applications including the planning committee, land charge searches, enforcement complaints, updating the public register and to run associated standard reports as may be necessary or required.
- Assisting in the provision of technical advice in relation to the planning process, including checking enquiry forms and plans to be able to advise in liaison with Officers where necessary on the need for obtaining planning permission, the validity of applications and the associated level of prescribed fee.

- Liaising with the Planning Inspectorate and other third parties to ensure that tight deadlines are met and that a professional and efficient service is delivered to all involved in the appeal process.
- Using the planning database to generate documentation including standard letters, emails, reports etc. To process information according to departmental procedures as required enabling determination, e.g. applications, registrations and enforcement complaints.
- Responding to requests for service and to provide follow up assistance to customers to ensure resolution of issues or concerns including updating the Public Planning Register.
- To assist in the ongoing development of the office systems and use of technology, including creation of new documents and reports.
- Helping maintain records and relevant pages of the council's intranet as may be relevant to the service.
- To provide support to the Parks and Countryside team and Tree teams.

Scope of role

- There are no budgetary requirements associated with this role.
- Commitment to the Council's Equal Opportunities policy at all times
- Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times
- Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

PERSON SPECIFICATION

KEY CRITERIA	ESSENTIAL	DESIRABLE
Skills and qualifications	5 GCSE or equivalent grade C/4 or above including English and Maths and/or NVQ 2 and/or appropriate ONC and/or have previous relevant clerical/administrative experience	Evidence of training in the use of software packages e.g. MS Word, Excel and Access
Competence Summary (Knowledge, abilities, skills, experience)	Understanding of databases and the ability to multitask in various tasks, prioritising work accordingly	Quick to learn
Work-related Personal Requirements	Previous experience of working in a busy office environment and be able to cope with frequent change A good team player with ability to relate well to others. High level of accuracy with an attention to detail. Ability to work with members of the public and find ways to assist them within a regulatory framework	
Other Work Requirements	This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016; the requirement to fulfil all spoken aspects of the role with confidence in English applies Adaptable, flexible and prepared to cover a variety of tasks. Ability to cover office hours, between 0830 and 1700 five days a week and to work outside of office hours when required. The Technical Support Team work 2 days a week in the office (Tues/Wed) and the rest of the week remotely.	
Role models and	Our values define who we are. They outline what is important to us. They	

demonstrates the Council's values and behaviours	influence the way we work with each other – and the way we serve our residents and engage with our communities. We make our values real by demonstrating them in how we behave every day.
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All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.

