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| **Post title:** | Planning Assistant |
| **Grade:** | F |
| **Responsible to:** | Planning Technical Supervisor |
| **Staff managed:** | None |
| **Directorate:** | Community Development  |
| **Service:** | Planning |
| **Job family:** | **P&T - Professional & Technical**  |
| **Date of issue:** | November 2023 |

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| Job context |
| The Council’s Planning Services play a fundamental role in managing the natural and built environment, ensuring that the future development needs of the county can be accommodated to make it a better place in which to live and work. It is one of the largest planning functions in the country covering one of the largest geographical areas including national parks, areas of outstanding natural beauty, to small market town and large urban areas. The Operations team are responsible for many technical aspects of case processing across the range of responsibilities within the Planning Service – including Development Management, Building Control, Policy & Place, Infrastructure and Delivery, Land Charges, Street Naming & Numbering, data management, system use. Planning assistants play a vital role in supporting the work of the planning service and building control.The post holder will work within a team providing a wide range of specialist technical support services across the whole of the Planning service, to ensure efficient, effective and compliant service delivery. Undertakes work across a diverse range of back office and ‘front of house’ support services within a busy customer-facing environment. The duties and responsibilities highlighted are indicative and may vary over time. The post holder is expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post.  |

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| **Job Purpose:** | **To provide specialist technical support for case processing for the range of tasks which the Planning service is responsible for – including Development Management, Building Control, Policy & Place, Infrastructure and Delivery, Street Naming & Numbering and Land Charges.** |

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| Operational management: | * Registering and validation of Planning and Building Control applications and notifications. Scrutinizing and verifying the drawings, background documents and fees submitted. Deciding whether the details are in line with the national and local validation requirements as applicable to the type of application/notification. Liaising with agents and applicants where necessary prior to validation. This includesdigital plotting and constraint checking on the mapping feature of the various IT systems.
* Process amendments pertaining the decision notices when issued by Officers and process Officer reports in the Electronic Document Management system for public viewing.
* Process 7-day notices, completion certificates and decision notices when issued by Officers, adhering to deadlines and targets dates to help the Teams performance. Process Officer reports in the Electronic Document Management system for public viewing.
* To book site inspections in accordance with customer requests and workload demands.
* Circulate the weekly list of valid planning applications cases.
* Processing of Planning and Enforcement Appeals including registering and maintaining associated documentation, processing notifications to Members, Consultees and neighbours and contributors. Liaising with Officers for the completion of the questionnaire for the Planning Inspectorate. Co-ordination of the Statement of the Local Planning Authority for the officer to the Planning Inspectorate. Circulation of Appeal Decisions, updating the case management system and Electronic Document Management system for public viewing. Arrange meeting rooms and documentation in connection with Hearings and Inquiries.
* ProcessingOfficial Searches ensuring delivery of the Local Land Charges service including the research of planning and building control history and completion of searches and the dealing of Personal Search Companies.
* Manage own workload in a proactive manner to ensure the customer receives a focused service that meets the required the performance targets.
* Working with finance colleagues dealing with both creditors and debtors to ensure cases are paid for and funds correctly allocated
* To gather relevant information when a suspected contravention or dangerous structure is reported and notify Area Building Control Surveyor and Senior Building Control Officer in a timely manner to meet 2 hour call out target.
* Assist with the training and guidance of other planning operations staff
* Assist Plans processing Manager, Planning Technical Supervisors and Senior Planning Assistants to ensure delivery of an efficient and effective service.
* Carry out other appropriate duties as required by the service and use initiative to deal with enquiries which may be of a non-routine in nature.
* Contribute to the development of the Operations team.
* Establish and maintain effective relationships with customers including Councilors, other members of staff and outside agencies.
* Contribute to the delivery of a proactive and customer-focused service in line with our shared ‘one team’ vision
* Contribute to service transformation and improvement work and look for opportunities to continuously improve own performance.
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| Resource management: | * Handle incoming cheques and electronic payments to allocate and maintain accurate records of transactions.
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| Partnerships: | * Build and develop strong working relationships across the service, and the wider council, in order to support the objectives of the Planning Service
* Liaise with customers and external partners and other service providers as required.
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| Communications: | * Prepare press notice and liaise with external publication team in the advertising of planning applications as required and the raising of purchase orders.
* Compilationof the Planning Committee agenda, including obtaining relevant information from other officers, collating the agenda for the Committee Section. Sending notification of Committee meeting to applicant/agents, parish councils and contributors within deadline.
* Deal with enquiries by telephone, email, or post. Analyzing, processing and distributing accordingly. Arrange appointments for the ‘Duty Officer’ service and collate correspondence from the enquirer in preparation for the meeting.
* Liaising with applicants and agents regarding validity of submissions, fee guidance and process
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| Systems and information: | * Carry out mandatory and non-mandatory consultations and neighbour notifications for valid cases. Accurately record, process and publish documents in the Electronic Document Management system for public viewing in line withdata protection.
* Responsible for the closure and of all cases including updating the relevant case management system and Statutory Registers and ensuring all documents have been captured in the Electronic Document System.
* Update and maintain accurate records in the relevant case management system.
* Electronically file and maintain documents in the Document Management System and arrange retrieval of documents.
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| Safeguarding: | * Comply with the requirements of Health and Safety legislation and with the Council’s policies and procedures.
* Comply with the requirements of General Data Protection Regulations and all such related legislation, always maintaining confidentiality.
* Comply with the Council’s commitment to Equality and Diversity
* Comply with all policies and procedures of the Council relevant to the role.
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| Person Specification: |  |
| Essential | **Desirable** |
| Knowledge and Experience* Experience of working in an office environment
* · Experience of team working
* · Experience of working to a deadlines
* · Significant experience and competence using IT systems
 | * Experience of Town Planning and related disciplines
* Supporting a team dealing with members of the General Public
* supporting the preparation of reports and presentational material for meetings etc
* Experience of providing the day to day support to services, partners and providing support in a busy environment ·
* Experience of data input and data management ensuring accuracy and where appropriate confidentiality ·
* Experience of providing information to the public or customers using good communication skills ·
* Experience of working to statutory and legislative standards where appropriate. ·
* Experience of managing and prioritising own workload
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| Occupational Skills* Effective communication skills, including the ability to relate well to customers at all levels.
* Effective time management and organisational skills.
* Ability to use IT resources to support the functions of the post (input/extract data/word processing/spreadsheets.
* Ability to work well within a team environment
* Good Attention to detail
* Good organisational skills
* Ability to form effective relationships a wide audience including members of the public, other colleagues and both internal and external customers.
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| Behaviours [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |  |
| Professional Qualifications* A minimum of five GCSE’s grade C or above including English and Maths or other relevant qualifications
 | * A qualification at NVQ Level 3 equivalent in Business and Administration
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| Other Requirements* Able to provide support to services outside normal working hours, as required.
* Ability to travel around the County and willingness to work flexibly including evening and weekends
 | * A willingness to acquire additional knowledge in relation to new and emerging planning legislation.
* Interest in planning, and or building control
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| Career progression: |
| * At NYC we value our employees, and as part of this we can provide wider opportunities to progress in your career. Through discussion with your manager identify areas of interest and consider avenues to progress to them, e.g. apprenticeships and work shadowing/coaching.
* As a large council we have a range of roles, across our services, and can provide a wealth of career and development opportunities to help our employees find fulfilling career development opportunities.
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| Structure |
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NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.