

Registration and Validation Officer

Department	Development and Building Control
Pay Grade	G4
Responsible to	Development and Building Control Support Deputy Team Leader

Role Purpose

Working within the Planning Support team in the Development and Building Control department, to assist with and carry out the validation and processing of planning applications and provide general advice and guidance on planning matters to applicants, Members and the general public.

Role Specific Responsibilities / Accountabilities

- To undertake all necessary duties relating to the management of validation and processing of planning and Building Control applications.
- To provide day-to-day support for the professional Planning Officers.
- To reply to correspondence by e-mail and answering telephone queries on planning applications, appeals and general planning matters in accordance with department timescales.
- To attend meetings with applicants, agents and the public as required, providing advice and guidance on applications and relevant development issues.
- To undertake planning enquiries of a more specific and / or technical nature as identified, including preliminary planning enquiries.
- To follow the guidelines and principles of the Council's Sustainability Programme, Environmental Action Programme, Health and Safety documentation, Policies and Codes of Practice.
- To maintain an up-to-date knowledge of planning issues and procedures.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Office administration experience
- Experience in dealing with the public
- Customer service experience and skills
- Able to communicate with a range of people from different backgrounds, including ethnic, social and professional, both verbally and in writing
- Able to negotiate with internal and external customers including colleagues and management
- Be part of and work with a team to achieve processing deadlines
- Good time management and organisation skills
- Able to work on own initiative and ability to prioritise own workload
- Able to research and understand legislation and guidance
- Attention to detail when managing workload
- Competent IT user, able to learn and use different systems and packages
- GCSE Grade C or above in English Language and Mathematics, or equivalent

Desirable Criteria

- Previous experience of managing application processes and validation
- Knowledge of development management

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.

- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly