



JOB PROFILE

Job Title:	Planning & Appeals Technical Support Officer
Service Area:	Development Management & Conservation
Grade:	TBC Tbc [<i>new post – requires job evaluation</i>]
Reporting Manager:	Technical Support Team Leader
Direct reports:	None

Job summary:

Technical Support Officers provide an efficient and cost effective, high quality, computer based support service to professional planning staff.

The Technical Support team assists in dealing with all aspects of the development management function. This includes the receipt, validation, processing and determination of applications of all types and scales under relevant Planning legislation.

The post has a particular focus on supporting the work associated with planning appeals and the setting up of new Tree Preservation Orders (TPOs).

Appeals happen when an applicant challenges a planning decision that has been made by the Council.

The amount of appeal and TPO work varies at any one time so the post will also support the wider duties of the Technical Support team.

Key responsibilities:

Appeals

To maintain accurate records of planning appeals and key deadlines through the planning database IT system, Microsoft Excel spreadsheets (or similar) and on the Council's website.

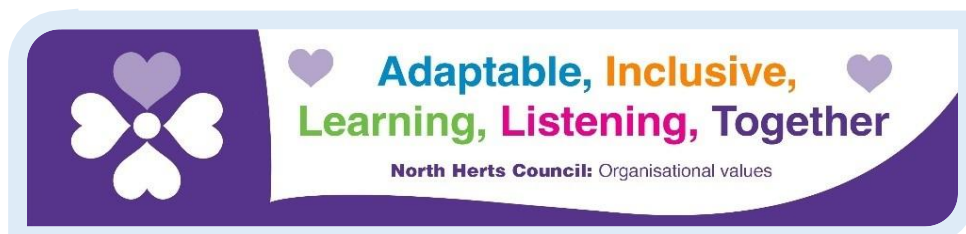
To liaise with professional planning officers to make sure questionnaires, statements and other appeal documents and information are provided to meet agreed deadlines

To provide relevant appeal documents, correspondence and requested information to the Planning Inspectorate in line with agreed timelines and deadlines

To register, publish and distribute appeal decisions received from the Planning Inspectorate

To ensure that appropriate arrangements are made for any appeal hearings or public inquiries that are hosted by the Council. This should include liaison with the planning case officer and seeking the assistance of the Planning Support Officer where required.

Tree Preservation Orders



To maintain accurate records of TPOS on the planning database IT system.

To liaise with the Council's Tree and Landscape Officer in setting up new TPOs on the planning database IT system and providing administrative support to the Tree and Landscape Officer in issuing new TPOs

To support the wider Technical Support function by carrying out the following duties, where appeal-related and TPO workloads allow:

To check validity of planning applications and correctness of fees.

To register valid applications.

To input planning application data, including the plotting of application boundaries in the geographical information system (GIS) module.

To produce standard letters of acknowledgement, notification and consultation.

To produce press and site notices in respect of planning applications.

To contact applicants/agents in respect of invalid applications and securing remedy or arranging for any necessary fee refund.

To record receipt of contributor and consultation responses redacting sensitive information.

To produce, check, amend and dispatch Decision Notices using the planning records IT system to meet performance management targets.

To produce weekly lists of applications lodged and decisions made.

The production of procedure notes, user and operation guides for the technical support team within.

To operate office systems including such duties required by the Technical Support Team Leader.

To undertake work which helps achieve the Technical Support Team objectives and improvements to the service.

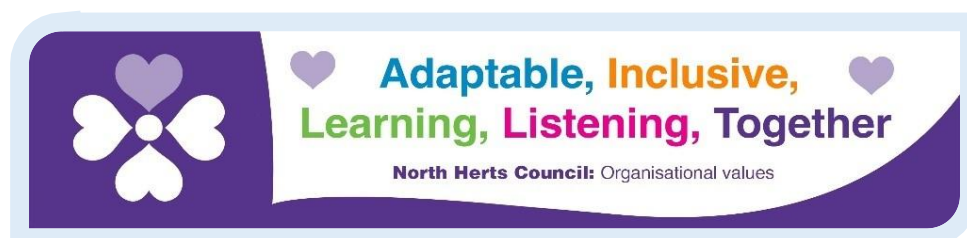
To take personal responsibility for achieving your agreed personal development plan.

Please follow this link to read your general responsibilities:

[General responsibilities for employees | North Herts Council \(north-herts.gov.uk\)](https://www.north-herts.gov.uk/employees/general-responsibilities)

Key Requirements:

Essential
desirable



Qualifications:	Educated to GCSE standard or equivalent Basic level certificates in Word and Excel.	E D
Job related experience & knowledge:	Excellent keyboard skills and use of Microsoft Windows and Microsoft Office suite of programmes. Excellent organisational skills Excellent keyboard skills and computer ability Good knowledge and use of Microsoft Windows and Microsoft Office, particularly Word and Excel. Excellent telephone and communication skills Previous experience of customer contact Previous experience in an information-providing and information-handling work environment Knowledge of Financial Regulations GIS and related database and internet skills Local Government experience, organisation and practice Town Planning or similar administration Mapping and/similar technical drawing experience Planning and document management IT systems	E E E E E E D D D D D D
Other:	Experience of working as part of a team. Good team worker as well as able to work with minimal supervision Confident communicating in writing and orally Good listening skills and ability to carry out instructions Willingness to learn	E E E E E

*E = Essential D = Desirable

Signed.....

Date.....

