



## ROLE DESCRIPTION

<b>Role title</b>	Case Officer – Planning		
<b>Directorate</b>	Climate & Place		
<b>Reporting to</b>	<i>Customer Focus and Performance Team Leader</i>		
<b>Grade</b>	12		
<b>Evaluation re</b>	SCG1314	Job Family Ref	RPG12
<b>Role purpose</b>			
Work as a multi-skilled case officer evaluating and processing applications and providing technical support, through knowledge and experience, to members of the public, businesses and to other colleagues within the Council. The post holder will embrace a culture of excellent customer service and make sure the services they contribute to are delivered to the highest possible standard, whether statutory or as a matter of policy.			
<b>Key results area</b>	<b>Accountability</b>		
Corporate Responsibilities	<ul style="list-style-type: none"><li>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</li></ul>		
Case Management	<ul style="list-style-type: none"><li>To evaluate planning applications, plans and reports to ensure they meet the requirement of various areas of legislation prior to validating applications.</li><li>To be the first point of contact for all service requests including the processing of a wide variety of applications and act as case officer, in line with defined procedures ensuring the customer is at the centre of everything we do. This involves responsibility for case investigation work, problem solving and responding/ conclusion of case investigation, within the statutory requirements and service standards or ensuring response from others.</li></ul>		
Operational Duties	<ul style="list-style-type: none"><li>Deliver a broad range of activities e.g. system administration, validation assessments, consultation strategies and processing, purchasing and procurement administration, invoicing, debt management, data collation, web maintenance, meeting organisation, minute taking, report generation - both statutory and ad hoc, responding to Freedom of Information Requests.</li></ul>		



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Statutory/Legal Duties	<ul style="list-style-type: none"><li>• To develop and maintain sufficient service expertise, up to date knowledge of legislation, policy and procedure to provide advice and practical help, as well as proactive information to both internal and external customers.</li><li>• In rare cases produce witness statements and attend court if requested</li></ul>
Problem Solving	<ul style="list-style-type: none"><li>• The post holder is required to identify the most appropriate methodology to process many types of applications and resolve a wide range of technical service requests. To achieve this they may negotiate with members of the public, businesses and partners but will know when to seek advice from more senior officers when appropriate.</li><li>• Excellent organisational skills as this is a multi-skilled role and will require daily reprioritisation of workloads.</li><li>• Handle and resolve where possible, customer and external stakeholder complaints.</li></ul>
Technical Duties	<ul style="list-style-type: none"><li>• To use their experience and technical knowledge to case manage and resolve a wide range of service requests supported by current legislation and operating procedures, maintaining some freedom for discretion as long as within policy guidance.</li><li>• Manage the Uniform Computer System for the Council, which requires management of the infrastructure of the system, regular maintenance and required changes as relevant legislation dictates.</li></ul>
Project Work	<ul style="list-style-type: none"><li>• The post holder will be required to co-ordinate projects such as system changes and changes in legislation.</li></ul>
Administrative Duties	<ul style="list-style-type: none"><li>• Accurately update and maintain all relevant information systems and be responsible for ensuring staff input data correctly by assisting with training and support as required.</li></ul>

### **Qualification/Knowledge/Experience/Skills**

#### **Knowledge:**

##### *Essential*

- Educated to A-level standard or equivalent experience.
- GCSE in English and Mathematics or equivalent experience.
- Knowledge of planning legislation
- Knowledge of Access Reporting and Database Administration

##### *Desirable*

- Business Administration/IT Level 3 Qualification

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- ECDL

### **Skills:**

#### *Essential*

- Excellent customer service skills
- Excellent organisational skills
- Works well within a team
- To be an excellent IT user familiar with database, financial and stock ordering systems and able work at speed accurately.
- Ability to follow operating procedures accurately and contribute to their development.
- Good communication skills
- Has the ability to manage difficult situations Deal sympathetically and be empathetic with members of the public.
- Support good working relationships with colleagues, partners and business representatives
- Flexible, able to cope with a variety of tasks and an ability to prioritise competing demands.
- To contribute positively and innovatively to service review and development
- To demonstrate a flexible and innovative approach to problem solving under supervision of Customer Focus and Performance Team Leader (CFPTL) or other specialist officers
- Recognise when issues need to be referred to more experienced officers.

### **Experience:**

#### *Essential*

- Previous work experience that demonstrates the required knowledge and skills.
- Experience of dealing with members of the public.
- Experience of case managing planning applications.
- Experience of working with a variety of databases and generating reports for performance management and audit purposes.
- Experience of supporting services to meet legislative data requirements

### **Dimensions of role**

No reporting but may support/mentor other staff from time to time.

No budgetary responsibility.

Within a team that processes over 2,000 service requests and 2,000 planning applications a year.

### **Notes**

Competencies / attributes

The decisions made by these officers will impact the reputation of the council as they may impact the livelihoods of businesses and the quality of life of members of the public.

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Working conditions:	This post is predominantly an office/home hybrid role. It is unlikely that they will be required to work alone but should this be the case the post holder must adhere to solo working procedures. The post holder will be expected to cover Council operating hours in a Duty Officer Rota along with colleagues as this is a front facing service. Flexible working will be encouraged at other times.
Working arrangements:	On occasions there will be an expectation to work outside normal office hours to assist at meetings or at events