

<b>Designation:</b>	<b>Planning Technician</b>
<b>Grade:</b>	<b>Stroud 3</b>
<b>Responsible to:</b>	<b>Principal Planning Officer</b>
<b>Service Area:</b>	<b>Development Management</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- At least 5 GCSEs grades C or above including Maths and English Language or equivalent

### EXPERIENCE

- Proven ability to produce well researched and justified advice
- Ability to prioritise workload with limited supervision
- Experience of advising the public on the telephone and face to face

### SKILLS & KNOWLEDGE

- Excellent communication skills, written and verbal
- Ability to work as part of a team in a positive and constructive manner
- Knowledge of planning legislation and national and local planning policy
- Good IT skills
- Ability to work to tight timescales

### PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- A 'can do' attitude, showing initiative.
- Ability to research and problem solve.
- Ability to manage own time and workload.

### OTHER

- Committed to working for an employer that values diversity and equality of opportunity

## DESIRABLE CRITERIA

### QUALIFICATIONS

- Relevant professional qualification

### EXPERIENCE

- Experience of using Idox and Uniform software

## CORE COMPETENCIES

### 1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

**2. Customer Service**

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment o understanding and meeting their needs, in line with policies.

**3. Working Together**

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

**4. Innovating**

You will be able to seek better, more effective ways of delivering services.

**5. Accepting Change**

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

**6. Supporting the delivery of SDC priorities**

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

**7. Conscientiousness**

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.