

Designation:	Planning Compliance Technician
Grade:	Stroud 3
Hours:	37
Location:	Ebley Mill
Job Purpose:	To investigate outstanding planning conditions, check consistency of planning permissions with building control applications and provide administrative support to the enforcement team.
Responsible to:	Senior Enforcement Officer
Responsible for:	No supervisory responsibility

KEY DUTIES

- To monitor conditions on planning approvals, identify outstanding planning conditions and liaise with Enforcement Officers to agree a way forward to address these
- To compare approved planning permission plans with plans deposited for the purposes of building control. To discuss all inconsistencies of plans with the case officer and identify a solution
- To communicate promptly with customers and the public with respect to all of the above
- Be the first point of contact with the public to receive and log enforcement concerns, complaints and queries
- To update and maintain the Enforcement Register
- To provide administrative support to Enforcement Officers including compliance with the Lone Working policy
- Undertake such other duties commensurate with the grade of post as may be properly assigned by the Senior Enforcement Officer and Development Team Manager

SKILLS AND KNOWLEDGE

- Excellent written and verbal communication skills
- Excellent IT skills, including use of MS Office software and Document Management systems
- Ability to manage own time and workload
- Flexibility in approach
- Good team worker
- Ability to research and problem solve

COMPLEXITY AND CREATIVITY

- The ability to read and compare plans and drawings and discuss identified anomalies with a relevant officer.
- The ability to review, monitor and record data relevant to identified discrepancies or unresolved conditions.
- Respond promptly and politely to queries and complaints
- Fostering a culture of excellence, collaboration and positive enthusiasm within the team.
- Diplomacy
- An appreciation of the legislation relevant to the processes
- The ability to show initiative and implement improvements to administrative practices

JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to senior member of staff.

CONTACTS

- Members of the Council
- Members and staff of other Local Authorities/Partner Agencies
- Suppliers
- Members of the Public
- Applicants and Agents
- Town and Parish Councils

RESOURCES

- No responsibility for physical or financial resources.

TRAVEL DESIGNATION

- HMRC Mileage rates apply

GENERAL

- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.

- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.