

Designation:	Compliance technician
Grade:	Stroud 3
Responsible to:	Development Manager
Service Area:	Planning Service
Post Number:	

ESSENTIAL CRITERIA

QUALIFICATIONS

At least 5 GCSE grades A – C (or equivalent) two of which must be Maths and English

EXPERIENCE

An understanding of architectural plans and drawings
An awareness of planning and building control processes

SKILLS & KNOWLEDGE

Very good written and verbal communication skills
The ability to measure scaled plans
Very good IT skills

PERSONAL ATTRIBUTES

Committed to providing excellent customer service
Able to deal calmly, politely and confidently with difficult people
Able to operate on own initiative and adapt to changing circumstances

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Full valid drivers licence and access to a car for work purposes

DESIRABLE CRITERIA

EXPERIENCE

Experience of working for a local authority

SKILLS & KNOWLEDGE

Experience of MS office: Word, , Excel and Outlook, and Uniform and Idox software.
Ability to check site levels and measurements on the ground.

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 Focus

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, inline 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.

Outer layers of the [competency framework](#) apply with Management and Leadership roles.