

<b>Designation:</b>	<b>Team Leader Planning Support</b>
<b>Grade:</b>	<b>Stroud Grade 5</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Location:</b>	<b>Ebley Mill</b>
<b>Job Purpose:</b>	<b>To manage and lead the Planning Support Team, providing administrative support for the Development Management Function</b>
<b>Responsible to:</b>	<b>Head of Development Management</b>
<b>Responsible for:</b>	<b>Planning Support Team and Systems Processing Officer</b>

## KEY DUTIES

- To lead administrative service delivery in the team and wider service
- To monitor performance of the Planning Support Team to meet identified targets
- To be a member of the service management team
- To lead on service business improvement
- To oversee development and maintenance of management systems to support the service in conjunction with the Systems Processing Officer, with a view to using new technologies
- To help administer and monitor the development management budget
- To compile quarterly returns, annual performance and financial statistics
- Monthly reconciliation of fee income and end of year accounts
- Raising purchase orders and invoices
- Responsible for the procurement of items for the service as required by the Head of Development Management
- Act as a systems supervisor for Uniform (including running Access reports)
- To oversee the production of committee agendas and reports for the Development Control Committee, itinerary for Sites Inspection Panel and preparation of reports to other committees as required
- Undertake regular team meetings and 1:2:1's with Planning Support Officer and Systems Processing Officer and apprentice
- Allocation of work and day to day supervision of staff with the Planning Support Team
- Leading and co-ordinating GDPR for the Planning Service
- To calculate and formally record annual leave for the Planning Service
- To provide responses to queries and complaints regarding service provision within identified timescales

## SKILLS AND KNOWLEDGE

- Significant experience in the field of administrative support
- Recognised management qualification or demonstrable experience in managing staff
- Experience of administrative processes and systems
- Experience of managing budgets and expenditure
- 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 to supporting the service
- Excellent team worker
- Ability to research and problem solve
- Committed to providing excellent customer service

## COMPLEXITY AND CREATIVITY

- To devise and implement new/revised processes and working practices necessary to comply with National Policies
- Respond to queries and complaints about Service provision
- Respond promptly and politely to queries and complaints
- Fostering a culture of excellence, collaboration and positive enthusiasm within the team
- Diplomacy
- The ability to show initiative and implement improvements to administrative practices
- To be responsible for the financial administration of the Planning Service

## JUDGEMENT AND DECISIONS

- Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

## CONTACTS

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

## RESOURCES

- Responsible for accurate handling of cheques and cash 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.*