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| **Assistant Technical Officer (ICT)**  **(Post 2544)** |
| **Service Area**  Planning |
| **Manager/Team Leader**  Technical Officer |
| **Direct reports**  N/A |
| **Total Managed**  N/A |
| **Purpose of the Role**  To work to promote the effective use of new and existing technology across the Planning Service and to provide technical and administrative support for all aspects of the Planning Service. |

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| **Key Result Areas**   1. Support the managers and staff across the planning service to make the best use of new and existing technology. 2. Assist the ICT Business Support Officers and the corporate ICT team with the testing and implementation of new technology being installed in the Planning Service 3. Be responsible for ensuring that the Council’s Planning Web pages remain up to date and ensuring that the information is accessible and complies with Data Protection legislation. 4. Support the ICT Business Support Officers with the implementation of any process and procedures resulting from the ‘Business Process Review’ work. 5. Investigate ICT systems issues reported by staff and liaise with internal and external suppliers / helpdesk to resolve the issue promptly with minimal impact on service delivery. 6. Provide technical and administrative support to Officers within the Development Management team. 7. Undertake all technical administration of planning applications to include:    1. the validation and registration of new applications in accordance with national and local validation requirements;    2. all consultations and publicity arrangements;    3. advising on necessary fees required to support planning applications in accordance with the relevant Planning Fee Regulations, and to take payments for planning applications as necessary;    4. plotting of planning applications onto the Council's Geographical Information System (GIS) and noting of any relevant planning constraints;    5. to produce and dispatch decision notices on planning applications 8. Promote and adhere to the workplace values of our organisation. 9. Prioritise health and safety in the workplace, ensuring personal adherence and the safety of others affected by workplace actions. 10. Any other work required and as directed within the confines of the existing grade of the post. |



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| **Assistant Technical Officer (ICT)** | | | | |
|  | | Essential | Desirable | **How**  **Identified** |
| **Knowledge and Experience** | Experience in a similar support role, where ‘specialist’ or job specific IT systems played a vital role in supporting the delivery of services | **** |  | Application form |
| Experience in using Microsoft products specifically word and excel. | **** |  | Application form |
| Experience of implementing and managing user access and system security. | **** |  | Application form |
| Experience of working within Local Government, preferably within Planning or related fields. |  | **** | Application form |
| Be able to advise on and run reports, monitor data integrity, and to advise service managers / data owners of discrepancies and inconsistencies or missing links | **** |  | Application form |
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| **Qualifications** | Good standard of education at GCSE level including Maths and English | **** |  | Application form |
|  | BTEC, NVQ3 or equivalent in an appropriate IT field |  | **** | Application form |
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|  | | Essential | Desirable | **How**  **Identified** |
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| **Skills** | The ability to work as a member of a team is essential as well as is the ability to work unsupervised, especially for day to day work. | **** |  | Application form/ Interview |
| The ability to prioritise tasks and work to strict deadlines | **** |  | Application form/ Interview |
| Good problem solving skills | **** |  | Application form/ Interview |
| Good accuracy and attention to detail | **** |  | Application form/ Interview |
| Demonstrate good verbal and written communication skills | **** |  | Application form/ Interview |
|  | Ability to use a Geographical Information system |  |  | Application Form |
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| **Aptitude and**  **Disposition** | Flexible approach to dealing with varied daily tasks and a willing attitude | **** |  | Interview | |
| Customer focused | **** |  | Interview | |
| Build effective working relationships with diverse range of people | **** |  | Interview | |
|  | Tactful, diplomatic and able to maintain confidentiality | **** |  | Interview | |
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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the Council:

**Fairness** - We respect people and treat everyone fairly

**Ambition** - We welcome new challenges and embrace change

**Integrity** - We are open and honest and listen

**Resourcefulness** - We strive to be efficient with our resources