Job description

Job Title: Planning Support Officer

Post No: NEW POST

Grade: Band 6

Directorate: Place and Prosperity

Reports to: Planning Support Team Leader

Purpose of the Job:

To provide specialist planning support and technical administration across Development Management and Planning Enforcement.

The postholder will independently undertake validation, registration and administration of planning applications, enforcement casework and statutory planning processes, ensuring compliance with legislative requirements and supporting efficient end-to-end case progression.

The role will contribute directly to reducing work in progress, improving customer experience and enabling Planning Officers and Enforcement Officers to focus on professional assessment and investigation work.

Main tasks:

- Undertake validation, registration and administration of planning applications, certificates, prior approvals, notifications and related submissions, including completeness checks, fee verification, consultation requirements and statutory publication requirements, ensuring compliance with statutory requirements and local validation standards.
- Manage consultation, publicity and notification processes, including the preparation and issue of decision notices, correspondence and other planning documentation.

- Prepare and maintain Planning Committee, appeal and enforcement documentation, records and case files, ensuring information is accurate, up to date and compliant with records management requirements.
- Manage Development Management and Enforcement inboxes, responding to enquiries, triaging correspondence and escalating matters where appropriate.
- Maintain accurate planning and enforcement records within the Council's planning systems, including document indexing, publication, data quality and case administration.
- Provide technical and administrative support to Planning Enforcement including complaint logging, maintenance of case records, evidence management and preparation of documentation required to support investigations and formal action.
- Produce statistical information, management information and performance data to support service delivery and performance monitoring.
- Contribute to the development and improvement of planning systems, procedures, workflows and digital processes.
- Build positive working relationships with applicants, agents, Members, customers, statutory consultees and partner organisations and provide a high standard of customer service.
- Maintain up-to-date knowledge of planning legislation, procedures and guidance relevant to the role.

Special Factors:

- The nature of the work may involve the postholder carrying out work outside of normal working hours.
- The postholder may be required to attend, from time to time, training courses, conferences, seminars or other meetings as required by their own training needs and the needs of the service.
- Expenses will be paid in accordance with the Local Conditions of Service.

Values:

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Person Specification

Experience, Skills and Knowledge

- Experience of working in a planning, regulatory, administrative or technical support environment.
- Experience of customer service and managing enquiries.
- Experience of maintaining electronic records and databases.
- Experience of processing information accurately and working to deadlines.
- Knowledge of planning legislation, planning processes and local validation requirements.
- Strong organisational skills and attention to detail.
- Ability to understand and apply procedures and legislation.
- Ability to manage competing priorities and work independently.
- Good written and verbal communication skills.
- Knowledge of GDPR, confidentiality and information management requirements.
- Competent in Microsoft Office and electronic case management systems.
- Educated to GCSE level or equivalent, including English and Mathematics.
- Relevant planning, local government or business administration qualification desirable.