

Post Specification

Post Specification - Key Information

- **Post Title:** Technical Services Team Leader
- **Date:** April 2025
- **Post Group Number:** 8667
- **Job Family:** Organisational Support
- **Job Family Role Profile:** OS11
- **Final Grade:** 11

To be read in conjunction with the job family role profile.

Service Area Description

The Technical Services team provides vital administrative and technical support across the Council's Planning and Building Control functions. The team is responsible for the registration and validation of planning and building control applications, consultation processes, document management, and the maintenance of key records including those for street naming and numbering, land charges, and planning obligations. It also supports the monitoring and administration of Section 106 agreements and the Community Infrastructure Levy (CIL). By ensuring the accuracy and efficiency of systems, data, and statutory procedures, the team plays a critical role in enabling timely decision-making, maintaining transparency, and supporting high-quality service delivery.

Purpose of this Post

The Technical Services Team Leader is responsible for managing a team of technical and administrative officers, providing critical support to the Planning, Building Control, and Street Naming & Numbering teams. Reporting to the Technical Services Manager, this role ensures the efficient delivery of technical and administrative services, overseeing workflow, supporting team development, and maintaining high standards of service across the Technical Services team. The Technical Services Team Leader plays a key role in enhancing operational effectiveness and supporting the organisation's planning and regulatory objectives.

Key Job Specific Accountabilities

1. **Team Leadership & Supervision:**
 - Lead, manage, and motivate a team of Senior Technical Services Officers, Technical Services Officers, and Assistant Technical Services Officers, ensuring effective performance and professional development.
 - Allocate and monitor workload across the team, balancing resources to meet service demands and statutory deadlines while maintaining quality standards.
 - Conduct regular team meetings to share updates, review team performance, and address any challenges, promoting open communication and collaboration.
2. **Operational Management of Technical & Administrative Support:**

- Oversee the team's provision of technical and administrative support across Planning, Building Control, and Street Naming & Numbering functions, ensuring accuracy, compliance, and efficiency.
 - Monitor day-to-day tasks such as application processing, document management, data entry, and public inquiries to ensure timely and effective service delivery.
 - Implement standard operating procedures for the team, providing guidance on best practices and ensuring consistency across all support functions.
 - Oversee and coordinate FOI responses, including EIA and Subject access requests.
3. **Quality Assurance & Compliance:**
- Establish and maintain quality control processes to ensure the accuracy and completeness of all technical and administrative outputs, including record management and data entry.
 - Conduct regular audits of team processes and outputs to ensure compliance with internal policies, statutory regulations, and data protection standards.
 - Address and correct any identified issues, providing feedback to team members to support continuous improvement.
4. **Training & Development:**
- Identify and address training needs within the team, ensuring all officers are knowledgeable about relevant processes, regulations, and best practices.
 - Mentor and support team members in their professional growth, providing on-the-job training and coaching to enhance their skills and confidence.
 - Encourage knowledge-sharing within the team, fostering a supportive and collaborative work environment that promotes continuous learning.
5. **Stakeholder Engagement & Cross-Departmental Collaboration:**
- Act as a key contact between Technical Services and the Planning, Building Control, Land Charges, and Street Naming & Numbering teams, ensuring smooth communication and effective service delivery.
 - Represent the team at departmental meetings, providing updates on team performance and relaying feedback from other departments to support cross-functional collaboration.
 - Work with other Team Leaders and department heads to identify opportunities for process improvements and service enhancements.
6. **Customer Service & Issue Resolution:**
- Promote a high standard of customer service within the team, ensuring that internal departments and external stakeholders receive prompt, accurate, and professional support.
 - Handle escalated queries or issues related to technical and administrative support, working with the team to provide timely and effective resolutions.
 - Implement customer feedback processes to continuously improve service delivery and address areas for development within the team.
7. **Process Improvement & Efficiency:**
- Identify and implement opportunities to streamline workflows and improve efficiency within the Technical Services team.
 - Collaborate with the Technical Services Service Manager on initiatives to enhance service delivery, including adopting new technologies or refining existing processes.
 - Support the development and implementation of policies and procedures that promote a responsive, efficient, and high-quality technical services function.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None.
- **Staff Management Responsibilities:** Responsible for a team of 8-10 people
- **Other:** None

Essential Criteria

Experience:

- Considerable experience in a technical or administrative role within planning, regulatory, or public services, with experience in a supervisory or team leader capacity.
- Proven experience in managing and supporting teams, with strong leadership, organisational, and coaching skills.

Qualifications:

- A relevant qualification in Business Administration, Public Administration, or a related field is advantageous.

Knowledge:

- Knowledge of technical support functions related to planning, building control, or similar regulatory environments.
- Proficient in using relevant IT systems, databases, and software applications to support technical and administrative functions.

Expertise:

- Ability to identify and implement improvements in administrative processes and workflows.
- Strong written and verbal communication skills, with the ability to engage effectively with team members and other departments.
- Strong analytical skills, with experience in addressing operational challenges and implementing practical solutions.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Minimum exposure
- **Physical Demands:** Minimum exposure
- **Working Conditions:** No additional demands

Other Factors:

- Ability to travel throughout Westmorland & Furness and occasionally beyond.

- To model and display the corporate standards of behaviour.

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