

Post Specification

Post Specification - Key Information

- **Post Title:** Technical Services Officer
- **Date:** April 2025
- **Post Group Number:** 8666
- **Job Family:** Regulation and Technical
- **Job Family Role Profile:** RT7
- **Final Grade:** 7

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 Officer provides essential administrative and technical support to the Planning, Building Control, and Street Naming & Numbering services. Reporting to the Technical Services Team Leader, the role ensures that applications and requests are registered and processed accurately and efficiently. The post holder plays a key part in delivering excellent customer service, maintaining accurate records, and supporting the smooth operation of the Council's statutory planning and regulatory services. While the role profile describes a broad range of duties, typically technical service officers will specialise in one of the above areas.

Key Job Specific Accountabilities

1. **Planning Application Processing:**
 - Assist with the initial processing of planning applications by reviewing submissions for accuracy, completeness, and compliance with regulatory requirements.
 - Ensure that all necessary documents and plans are present, flagging incomplete applications and assisting applicants with understanding submission requirements.
 - Input data accurately into the planning, appeals and enforcement modules, maintaining clear and accurate records for tracking and audit purposes.
 - Planning Committee administration, as required, in conjunction with democratic services and officers.
 - Plotting on QGIS of applications and using other GIS platforms to interrogate site histories and constraints.
 - Interpreting consultation responses / public representations / reacting as appropriate / linking to the web.
 - Provide technical and administrative support to the planning enforcement team as required.

2. Support for Building Control:

- Provide administrative support for building control applications, ensuring all required documentation is collected, organised, and processed.
- Assist applicants and contractors with the submission process, answering telephone/email queries related to building control requirements and helping them navigate the application steps.
- Taking card payments over the phone or receipting cheque payments.
- Input data accurately into the Building Control module, maintaining clear and accurate records for tracking and audit purposes including links to Planning Applications (where applicable).
- Track and update the status of building control applications in the system, coordinating with building control officers and assisting them by taking accurate details of inspection requests to ensure timely responses.
- Provide essential general administrative and technical support to the Building Control service.
- Plotting on QGIS of applications and using other GIS platforms to interrogate site histories and constraints
- Carry out historic searches, liaising with Building Control Surveyors where necessary.
- Sending statutory consultations and dealing with replies, passing on to the Building Control Surveyors in a timely manner.
- Ensure Initial Notices are processed efficiently, updating any amendments required and informing Council Tax of any amendments or final certificates.
- Quick reporting of Dangerous Structures to Surveyors to assist in safety to the General Public.

3. Street Naming & Numbering Applications:

- Assist with the processing of street naming and numbering applications, ensuring that all requests are correctly logged and processed in line with council policies and statutory requirements.
- Liaise with developers, property owners, and utility companies to coordinate the assignment of new addresses and changes to existing addresses.
- Maintain up-to-date records of street names, numbering, and address changes, providing accurate information to relevant stakeholders and databases.
- Provide essential general administrative and technical support to the street naming and numbering service.

4. Data Management & Quality Control:

- Maintain and update technical databases for planning, building control and street naming & numbering, ensuring data accuracy and compliance with data protection regulations.
- Conduct routine checks on records to identify discrepancies or errors, making necessary corrections to ensure information reliability and accessibility.
- Support the Team Leader and Senior Technical Services Officer in implementing quality assurance measures across all processes.

5. Customer Service & Stakeholder Engagement:

- Serve as a first point of contact for inquiries from internal departments, applicants, developers, and the public, providing prompt, courteous, and accurate information.
- Handle routine questions about the planning, building control and street naming & numbering processes, referring more complex issues to the appropriate team members.
- Provide guidance to applicants on submission requirements and assist them in resolving any simple issues with their applications, fostering a positive experience and promoting transparency.

6. Collaboration & Continuous Improvement:

- Work closely with the Technical Services Team Leader and Senior Technical Services Officer to implement process improvements, supporting efficient workflows and service delivery.
- Participate actively in team meetings, contributing ideas and feedback on ways to enhance team operations and streamline processes.
- Stay updated on departmental procedures, attending training and professional development sessions as needed to enhance skills and knowledge.

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

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** None

Essential Criteria

Qualifications:

- GCSEs or equivalent qualifications (including English and Maths); further training or education in planning support, geography, or business administration is desirable.

Knowledge:

- Competent in using databases, MS Office, and other relevant software.

Experience:

- Relevant experience in administrative or technical support, ideally within a planning or regulatory environment.

Expertise:

- Strong focus on accuracy and compliance in documentation and data handling.
- Clear verbal and written communication skills, with a customer-focused approach.

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.