

Post Title: Service Support Officer

Post Hours: 37 hours per week

Grade: Scale 3

Responsible to: Planning, Economic Development & Regulatory Services Manager and the Building Control Manager

Responsible for: None

Main contact associated with principal duties:

- Staff within Planning, Economic Development & Regulatory Services
 - Staff within other Service Areas
 - Councillors
 - Members of the Public
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Job Purpose:

- To provide administrative and technical support in the administration of all aspects of the service and to assist the Service Manager in his tasks when required.
 - To assist in the running and maintenance of systems used in the service area and assist in the maintenance and updating of those systems as required.
 - To ensure the proper functioning of the Service Area through the maintenance of corporate systems with particular reference to purchasing, logging complaints and collating of performance data.
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Control of Resources: None

Main duties and responsibilities:

1. The routine administration, processing and monitoring of progress of planning and building regulation applications, appeals and enforcement cases.
2. To input, maintain and interrogate data files held on departmental software and to input that data into corporate systems as required including plotting on IT systems.
3. To scan and index any service area documents into Idox or any replacement data storage system.
4. To prioritise requests for inspections and to distribute appointments accordingly to officers directly or through the electronic diary system.
5. To assist in the maintenance of the Service Area web pages.

6. To assist in the compiling of agendas for Committees.
7. To provide maps to the general public in accordance with the Council's license agreements and to produce digital plans as required by the Service Area.
8. To take telephone calls and messages and deal with straightforward queries at the reception desk, over the telephone or via email.
9. To scan and index documents relating to development management and building control.
10. To assist with the ordering of stationery and office equipment, logging of complaints and paying invoices and the general administration of the Service Area.
11. To undertake general administrative duties such as filing, photocopying etc.
12. To be aware of your responsibilities under equalities legislation together with the objectives and targets required in the Equality Action Plan and to ensure delivery of those objectives within the timescales specified.
13. To fulfil personal requirements with regard to the Council's policies and procedures, particularly health and safety.
14. To undertake such duties as may be assigned and are commensurate with the grading of the post.

May 2022

Selection Criteria	Essential Or Desirable	Assessment Method
Qualifications		
1. Four GCSE passes or equivalent (including Mathematics and English).	Desirable	Application Certification
Knowledge, skills, abilities and experience		
2. A sound knowledge and experience of various IT systems.	Essential	Application Interview Test
3. Good keyboard skills in order to input data accurately and efficiently.	Essential	Application Interview Test
4. Experience of office administration and the ability to handle routine tasks such as filing, photocopying and message handling etc.	Essential	Application Interview
5. An awareness of customer service standards in connection with dealing with requests for information in a variety of methods such as email, face-to-face or over the telephone.	Essential	Application Interview
6. Literacy skills to draft letters and emails.	Essential	Application Interview Test
7. Numeracy skills to calculate invoices.	Essential	Application Interview Test
8. An understanding of how the Council's policies and procedures on equalities and diversity relate to this role.	Essential	Application Interview
9. Knowledge of a Local Authority Building Control and Development Management.	Desirable	Application Interview
10. Experience of work in a local planning authority.	Desirable	Application Interview
Special Requirements		
None.		

Date: May 2022