**Job Description**

**Planning Technician** (Arboricultural & Landscape)

**Role Profile** Officer Grade F

**Service/Team** Planning Services

**Reports to** Arboricultural & Landscape Manager

**Post numbers** TBC

**My job improves the quality of life for the people of Bournemouth, Christchurch, and Poole, by assisting planning services to effectively and efficiently support the activities associated with all application types, within the arboricultural and landscape team ensuring the service delivers professional and timely outcomes for BCP Council service users.**

**Job Overview**

To assist with the delivery of the Council’s Arboricultural & Landscape Team on all matters relating to the Planning Service and in accordance with Government guidance and legislation. Responsible for managing a case load and providing technical and administration support to the Arboricultural & Landscape Team, by undertaking a variety of planning related tasks, including site inspections, ensuring the Council achieves positive planning outcomes, making sure planning legislation and policy is adhered to, thus aiding success outcomes effectively assisting in safeguarding the local environment in a timely fashion.

**Key Responsibilities**

* To efficiently investigate minor planning enquiries and complaints to a conclusion to aid the delivery of the Arboricultural & Landscape service and to ensure the service provided by the Council is in accordance with statutory, national and local requirements;
* To research and compile information on a variety of planning issues from multiple sources to inform site history checks for officers within the relavant team;
* Respond to enquiries both from internal and external customers, including timely responses;
* To prepare documents of varying complexity.
* To provide support to officers to prepare legal documents and appeal documents as required;
* Monitor the Arboricultural & Landscape team inbox, register, allocate and where necessary respond to matters received;
* Deliver an effective and appropriate service to all service users, and ensure all work is carried out to meet defined performance indicators;
* To represent the Council where appropriate in a professional manner that safeguards the reputation of the Council; promoting a positive perception of the service and developing a culture of providing excellent customer care to all service users;
* To establish and maintain credible and effective working relationships, both internally and with external organisations.
* To undertake any other duties from time to time commensurate with the grade and responsibilities of the post.

**Specific Qualifications and Experience**

* NVQ level 3 in a relevant field or an equivalent level qualification;
* A proven ability to communicate effectively and professionally, particularly via the telephone with service stakeholders;
* A proven ability to handle customer complaints;
* Desirable relevant previous experience in a planning environment;
* Desirable experience of working in a public service providing industry.

**Personal Qualities & Attributes**

* High level of resilience, attention to detail, emotional intelligence, calm under pressure;
* Ability to interpret complex technical detail with advanced analytical skill;
* Good interpersonal and communication skills;
* Ability to deliver work to tight deadlines and be flexible in managing workloads;
* Good negotiating skills and an ability to find positive and practical solutions to problems;
* Excellent teamwork skills;
* Excellent oral, written and presentational communication skills;
* Knowledge of computer software programs, which may include Microsoft Office, Internet applications, and GIS.

**Job Requirements**

* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.