**Job Description**

**Planning Technician** (Planning Enforcement)

**Role Profile** Officer Grade F

**Service/Team** Planning & Transport Services

**Reports to** Planning Enforcement Manager

**Post numbers** TBC

**My job improves the quality of life for the people of Bournemouth, Christchurch, and Poole, by assisting the planning enforcement team to ensure where appropriate, planning enforcement action commences to safeguard the local environment and by ensuring that the negative impacts of new or altered development are mitigated.**

**Job Overview**

To assist with the delivery of the Council’s Planning Enforcement Service in accordance with Government guidance and legislation. Responsible for managing a case load, providing technical and administration support to the planning enforcement team. To undertake a variety of planning related tasks, ensuring positive planning outcomes, making sure planning legislation and policy is adhered to, effectively safeguarding the local environment in a timely fashion.

**Key Responsibilities**

* To investigate minor planning enquiries and complaints to a conclusion 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 enforcement team;
* Respond to enquiries both from internal and external customers, including timely responses to consultations to varying licence application types from internal BCP departments;
* To prepare documents of varying complexity;
* Respond to paid applications for historic condition complaince checks and to confirm the discharge of planning conditions;
* To provide support to officers with the assessment and determination of enforcement matters, and prepare legal and appeal documents as required;
* Monitor the planning enforcement team inbox, register, allocate and initially respond to enforcement investigations received;
* To maintain the statutory enforcement register for BCP Council;
* 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, 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.