

BCP COUNCIL
BUSINESS SUPPORT OFFICER JOB DESCRIPTION

SERVICE DEPARTMENT: Customer and Business Delivery

JOB TITLE: Business Support Officer

JE REF: TBC

RESPONSIBLE TO: Business Support Team Leader

MAIN PURPOSE

To provide support for the delivery of services by the Department to ensure the wide range of business support duties are undertaken in an effective and efficient way. The post holder will work under the general guidance of the Business Support Manager and Business Support Team Leaders.

MAIN RESPONSIBILITIES

Post holders will be appointed to positions which are aligned to specific workstreams initially within one area-specific support team (Bournemouth, Christchurch, or Poole) but will be required to undertake duties within that team across the full range of business support activity. They may be directed to other work commensurate with their training and experience to cover for absences or variations in workloads ('multi-skilling').

The main responsibilities of the post are:

1. Completing validation exercises for those applications identified by Development Management in line with current legislation.
2. Registering planning and tree applications.
3. Ensuring the correct payments for planning applications are collected.
4. Ensuring all records and data are accurate and kept up to date.
5. Ensuring the timely issue of correspondence by email to applicants and agents.
6. Using a range of in-house and third-party software to record, download and search applications, plans, and information.

7. Interpreting planning legislation for a broad range of customers and colleagues
8. Providing factual and technical information to customers in a polite, helpful, and customer-focused manner.
9. Consulting with planning professionals including planning agents, architects, and developers.
10. Uploading and indexing relevant documents to ensure that the document management system and planning register are available as effective tools and sources of information.
11. Contributing to the issue of Committee notification correspondence.
12. Contributing to the issue of planning adverts to the local press.
13. Undertaking the administration of appeals against the decision of the Local Planning Authority including the detailed arrangements of hearings and public enquiries.
14. Providing support for Development Management, Enforcement, Planning Policy, and the Arboricultural Services teams when required.
15. Undertaking such duties as may be required from time to time commensurate with the level of the post.
16. Complying with all decisions, policies, and standing orders of BCP Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

Prepared by Richard Salt

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