

## Role Profile

<b>Job Title:</b>	<b>Technical Support Officer</b>
<b>Location:</b>	<b>Colindale / Hybrid</b>
<b>Department:</b>	<b>Planning and Building Control</b>
<b>Directorate:</b>	<b>Growth</b>
<b>Grade:</b>	<b>C – Level 1 D – Level 2</b>
<b>Type of Working:</b>	<b>Hybrid</b>
<b>Reports to:</b>	<b>Operations Manager or Technical Support Manager</b>

### 1. Job Purpose:

#### 1. Purpose of Job:

- To positively contribute to the Planning, Building Control and Street Naming and Numbering service in accordance with the aims, objectives, and priorities of the Council to an agreed quality, performance standards and in a cost-effective manner.
- To carry out a broad range of administrative working and technical support within the Planning, Building Control and Street Naming and Number service by assisting in the provision of a high quality, customer focused service.
- The role is hybrid, attendance at the office is required for fixed days each week. There may be times when it is expected for the post holder to travel outside of the Borough to deliver services on behalf of Barnet.

### 2. Key accountabilities:

#### 2.1 Grade C – Level 1

##### General responsibilities for all areas of work at this level:

- General administrative tasks working across different areas of the service, for example, Planning, Building Control and Street Naming and Numbering.
- Undertake tasks to produce high level outputs, working efficiently across a wide range of activities.
- To assist in the provision of a customer focused service by providing excellent customer service to all clients and help build good relationships with them through the production of high-quality work and by acting in a professional manner.

- To contribute to working as part of an effective team by developing working relationships and demonstrating a flexible approach to cover a variety of duties and demands across the service.
- To adhere to customer standards and team values set across the service and aspire to work and behave in accordance with our core values.
- Manage non-complex customer issues/enquiries effectively and understand when to consult others, including professional officers and management.
- To support continuous improvement of procedures and processes with the service using best practice from others where appropriate.
- To display the following levels of competency:
  - Be able to complete less straightforward rules-based tasks for one area of the service;  
OR
  - Be able to complete less straightforward rules-based tasks for at least one other area of the service.

#### For Development Management (including Planning Trees):

- To log all types of Planning applications, Pre-Applications, and new Tree Works applications.
- To issue standard and non-standard consultation notifications to internal and external agencies and neighbours and produce appropriate site notices for Planning and Tree Works applications.
- To issue re-consultations as and when required by Officers.
- Issue Delegated Reports for Planning decisions and Pre-Applications reports.
- Redact documents as requested to conform with GDPR.
- Take payments over the phone for Planning applications and other services provided.
- Undertake Tree Status Checks and provide copies of Tree Preservations Orders when requested.
- Close Section 211's Notices on Tree Works applications.
- Log High Hedge complaints and distribute to Tree Officers.
- Work closely with the Validation team with regards to applications transiting between each process.

#### For Building Control:

- To ensure prompt registration of Building Regulation applications, in accordance with ISO 9001:2015 – LABC Quality Management System.
- Take payment over phone for Building Regulation applications and historical searches.
- Check Public Sewer records to ascertain whether any proposed building works will affect Public Sewers as required by the Building Regulations.
- Issue acknowledgement letters for valid applications and case officer allocation notification from system.
- Arrange site inspections as requested by developers, agents, and owners and where necessary liaise with surveyors.
- Process Initial Notice applications as submitted by Approved Inspectors and assess for acceptance. Issue either acceptance, invalid or rejection correspondence.

- Process and record all correspondence received in relation to Building Regulation applications to assist with case management, including uploading amended plans onto Document Management System and issuing of statutory consultations.
- Log Commencement Notices and record builders' details on system.
- Process Final Certificates and Partial Certificates received from Approved Inspectors.
- Address match Competent Person Scheme records.
- Ensure that all work is undertaken in a pro-active manner to minimise loss of work to Approved Inspectors in the private sector.

For Street Naming and Numbering:

- To register new Street Naming and Numbering applications on system, ensuring all documentation received is uploaded onto the Document Management System.
- To process non-complex Street Naming and Numbering applications in accordance with the London Building Acts (Amendment) Act 1939 (Part II) and local Naming of Street and Buildings and Numbering Buildings Conventions. To be responsible for a designated caseload that include the following types of applications:
  - Numbering of buildings under 5 units
  - Naming of buildings
  - Confirmation of addresses
- To ensure that all statutory external consultations where applicable with the Emergency Services and Royal Mail are carried out efficiently and within internal deadlines.

**2.2 Grade D – Level 2 (in addition to the above):**

General responsibilities for all areas of work at this level:

- Undertake a broad range of administrative work including inputting data, as well as technical work across a wide range of business activities throughout the service, including checking of plans, assessing description of works and submission of associated documents and fees, all the while ensuring that duties are undertaken to a consistently high standard.
- To liaise directly with applicants, agents, organisations, and developers to ensure all information and data is received to facilitate the validation and progression of applications.
- Organise and prioritise daily duties to achieve targets with minimal supervision, whilst constantly demonstrating knowledge and experience.
- To provide feedback to assist in the development and continuous improvement of services and systems.
- To deal with routine correspondence and enquiries received via generic inboxes across the service from members of the public, customers, and other members of staff. To take responsibility for monitoring and accurately responding to enquiries to assist in understanding customer needs while ensuring that a high level of customer satisfaction is gained by enabling a faster, more responsive customer journey.
- To contribute to working as part of an effective team by acting as a 'buddy' for new members of staff to help develop the team and demonstrate a flexible approach to covering a variety of duties and demands across the service.

- To demonstrate efficient and accurate decision making when undertaking a wide range of business activities and provide support for the escalation of service issues.
- To display the following levels of competency:
  - Be able to complete less straightforward rule-based tasks for at least two areas of the service;  
OR
  - Be able to complete moderately complex tasks and cases for one area of the service where expertise knowledge and skills are required.

#### For Development Management (including Planning Trees):

- To provide full administrative support in preparation for Monthly Planning Committee meetings.
- To be responsible for placing weekly press advertisements, proof reading and ensuring that the correct information is sent to print.
- To log representations received for Planning and Tree Work applications, ensuring correspondence are uploaded to the Document Management System and acknowledged.
- To assist the Customer Service Hub when required with researching Planning history search requests as and when needed.
- To assess general enquiry emails received in the back office to ascertain whether a technical response is needed by an Officer and to monitor that responses are sent within the Councils standard timeframes.
- To issue the Weekly Planning list to Councillors and external parties.
- To effectively deal with Pre-Applications enquiries received via the generic inbox.
- To undertake an initial screening of Pre-Applications submitted and assess for validity and issue acknowledgement letters for valid applications.
- Monitor invalid applications for Pre-Applications and Tree Work applications and return where applicable.
- Create Provisional Tree Preservation Orders, including recording persons notified and generating letters for management sign off.
- Generating Confirmation of Tree Preservation Orders.

#### For Building Control:

- To undertake initial screening of Building Regulation applications and assess for validity, which involves ensuring the correct application type has been submitted, checking and measuring of plans, capturing the correct description of works, checking the submission of associated documentation and calculation of fees.
- Issue Completion Certificates for Building Control applications and ensure that all fees have been paid.
- Process Amendment Notices, Extension of Time requests and Cancellation Notices received from Approved Inspectors in accordance with The Building (Approved Inspectors etc.) Regulations 2010.

- Processing of Demolition Notices received in accordance with ISO 9001:2015 – LABC Quality Management System, including assessing for validity, identifying statutory consultations and issue Counter Notices as applicable.
- Create Dangerous Structure case records, establish ownership of building/land, issue Notices as confirmed by Building Control Inspectors and assist in monitoring case record.
- To be responsible for dealing with enquiries from owners, Solicitors, or other external organisations regarding archived Building Control records on specific properties. This will involve researching archived records to establish information beforehand and replying accordingly.
- Import CPS XML files into case management system.

For Street Naming and Numbering:

- To undertake an initial screening of all Street Naming and Numbering applications and assess for validity, including calculating fees, ensuring submission of supporting documentations and configure proposed works.
- Issue acknowledgement letters for valid applications and case allocation notification to officer.
- To process moderately complex Street and Numbering applications in accordance with the London Building Acts (Amendment) Act 1939 (Part II) and local Naming of Street and Buildings and Numbering Buildings Conventions. To be responsible for a designated caseload that include the following types of applications:
  - Numbering of buildings over 5 units but under 200 units
  - Naming and numbering of buildings over 5 units but under 200 units
  - Renaming of existing buildings
  - Street naming applications
  - Naming and numbering of new streets of 2 streets and/or under 200 units
- Carry out internal consultation with Authority Address / Street Custodian where applicable for new street names.
- Where applicable, undertake a 28-day public consultation and prepare and arrange for the Notice of Intention(s) to be posted within the public locations.
- Undertake site visits as required to assist with the assigning of new addresses.
- To effectively deal with addressing enquiries from residents, other Council departments and external companies received via the generic inbox.

**2.3 Grade D – Level 3 (in addition to the above):**

General responsibilities for all areas of work at this level:

- To be familiar with changes in legislation, national policy and other guidance relevant to area of work.
- Effectively deal with more complex matters from any source, for example, correspondence, complaints, more complex telephone calls or computer output.
- To assist in the implementation of new systems and procedures within the service.

- Support the service by assisting in winning new and repeat business, where possible, by helping with the submission of bids, proposals and by producing a high quality of work for any contracts won.
  
- To display the following levels of competency:
  - Be able to complete moderately complex tasks and cases for one service area; AND
  - Be able to complete less straightforward rules-based tasks for at least two areas of the service.
  - OR
  - Be able to complete moderately complex cases and tasks for one area of the service where significant expertise knowledge and skills are required; AND
  - Approved to train other Technical Support Officers to complete moderately complex cases and tasks for an area of the service where significant expertise knowledge and skills are required.

For Development Management (including Planning Appeal and Planning Enforcement):

- To provide support and cover for basic validation of planning applications as undertaken by Validation Officers.

For Building Control:

- Undertake LABC's Level 3 Certification in Technical Support for Public Service Building Control Standards or working to something similar.
- Creating Unauthorised Discovery case records based on information reported internally and externally and maintaining and progressing records through to the enforcement stage, liaising with management.
- Submit quarterly DELTA / P2 returns for Building Control.
- Assist management with collation of data for KPI returns.
- Conduct individually determined charges/quotes for non-complex residential work.

For Street Naming and Numbering:

- To process moderately complex and major development Street and Numbering applications in accordance with the London Building Acts (Amendment) Act 1939 (Part II) and local Naming of Street and Buildings and Numbering Buildings Conventions. To be responsible for a designated caseload that include the following types of applications:
  - Numbering of buildings over 200 units
  - Naming and numbering of buildings over 200 units
  - Naming and numbering of new streets where over 2 streets and/or over 200 units

- Renaming of existing streets
- Investigate reports of unauthorised addressing and liaise with Technical Manager on any action (if any) to be taken. To be responsible for the management of assigned caseload for investigation and assessment of unauthorised addressing.
- Maintain application database record keeping by reviewing invalid applications and closing where applicable.
- Act as a liaison between SNN and the Gazetteer Officers to ensure that the property related system is managed correctly.

### **3. Financial Responsibilities:**

Taking of payments for applications across the service over the phone, inputting card details to the Paye.Net system or similar software.

### **4. Health and Safety Responsibilities:**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements;
- Complete mandatory health and safety training;
- Follow safe systems of work and use devices/guards provided for safety;
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices;
- Report any Accident/Incidents/Hazards;
- Take care of your own and other's safety, health, and wellbeing.

### **5. Promotion of Corporate Values**

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

### **6. Flexibility**

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

### **7. The Council's Commitment to Equality**

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

## PERSON SPECIFICATION

<b>Job Title</b>	<b>Technical Support Officer</b>
<b>Location:</b>	<b>Colindale / Hybrid</b>
<b>Directorate:</b>	<b>Customer and Place</b>
<b>Grade:</b>	<b>C &amp; D</b>
<b>Salary Range:</b>	<b>£25,212 - £27,357</b>
<b>Reports to:</b>	<b>Technical Manager or Team Leader</b>

<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
Education to GCSE, O Level or equivalent.	Essential	Application
A degree qualification in a relevant discipline or Customer Service training.	Desirable for Level 3	Application
LABC Level 3 Qualification or similar	Desirable at Level 3	Application
<b>Experience &amp; Knowledge</b>		
Experience of providing a high standard of customer service and undertaking detailed, intensive work in a busy administrative environment.	Essential	Application/Interview
Experience of records management and producing accurate data and documents.	Desirable	Application/Interview
Previous experience in Planning, Building Control or Street Naming and Numbering or related technical department.	Not required Level 1 Desirable Level 2 Essential Level 3	Application/Interview
<b>Skill &amp; Ability</b>		
Exceptional IT knowledge and proficient in MS Office and computer competent with the skills necessary to work with information management systems to produce good quality data in a variety of formats.	Essential	Application/Interview
Good organisational skills with an ability to prioritise own workload, meet deadlines and work flexibly to meet the needs of the business.	Essential	Application/Interview
Good analytical skills and ability to use own initiative to solve challenges to work with minimum supervision to provide a customer focused service.	Essential	Application/Interview

Ability to work with wide range of people and build and maintain effective relationships with colleagues as required to ensure the appropriate level of service is provided.	Essential	Application/Interview
Excellent communication skills, verbally and in writing, along with a high level of interpersonal skills.	Essential	Application/Interview
Creative skills for developing, planning, and managing administrative procedures and systems.	Essential	Application/Interview
Ability to focus on accuracy and be able to identify errors and missing requirements.	Essential	Application/Interview
Excellent time management skills.	Essential	Application/Interview
Ability to read plans and maps and interpret information spatially.	Not required Level 1 Desirable Level 2 Essential Level 3	Application/Interview
Ability to produce reports and collect information.	Essential Level 3	Application/Interview
<b>Values &amp; Behaviours</b>		
<b>Caring</b>		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential/Desirable	Application/Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt.	Essential/Desirable	Application/Interview
<b>Learning to Improve</b>		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential/Desirable	Application/Interview
<b>Inclusive</b>		
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential/Desirable	Application/Interview
<b>Collaborative</b>		
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet.	Essential/Desirable	Application/Interview

**Caring for people, our places and the planet**

Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards.	Essential/Desirable	Application/Interview
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