

Job Title: Planning Technical Support and Monitoring Officer	Role Profile Number: P/A
Grade: N	Date Prepared: 10/1/2020
Directorate/Group: Planning, Heritage and Regulatory Services	Reporting to: Deputy Service Manager: Development Management
Structure Chart attached:	

Job Purpose

Based in the Planning Team, the Planning Technical Support and Monitoring Officer will be responsible for maximising the benefits of the IT applications (Idox / Uniform) supporting the Council's Planning, Licencing and Public Protection functions.

This postholder will provide the 'business side' bridge between the corporate IT and operational teams in ensuring that the full potential of the Council's IT applications is exploited.

This postholder will identify and implement back office system and process improvements, ensuring that best practice approaches are considered when re-designing and upgrading services.

To ensure the Council offers end to end digital services for our customers.

Key Accountabilities

- Working with the Planning, Heritage and Regulatory Services to identify and oversee systems improvements to the Council's Idox/Uniform system and other back office systems that will deliver business improvement.
- Ensure the interests of the service areas and customers are met within all IT projects.
- Responsible for overseeing continuous improvements to the Council's Idox/Uniform system through analysing, monitoring and identifying areas that need improvement.
- Working closely with the Council's IT team to ensure that the system functions are utilised as fully as possible and in a timely manner and that staff are trained to use new and existing functions.
- To keep abreast of best practice in effective processes and systems to inform service improvements.
- Assist with training teams on changes to service area systems and processes.
- To ensure that Council data protection responsibilities are adhered too in the implementation of process changes.
- To extract management information for back office systems for reporting purposes.
- Responsible for overseeing the monitoring role of the Council's Planning Service.

Supplementary Accountabilities

- Promote equality and diversity best practice in all areas of work.
- Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided.
- Undertaking any other duties that can be accommodated within the grading level of the post.
- The Council is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

Experience

- Experience of maintaining and implementing improvements to back office systems
- Excellent IT skills
- Strong interpersonal skills and the ability to interact with persons from a wide range of backgrounds.
- Experience of successfully deliver change at a team level.
- Clear understanding of change management systems thinking.
- Experience of working collaboratively with a range of stakeholders integral to the success of a project.
- Good verbal and written communication skills, with excellent attention to detail.
- Excellent numeracy and analytical skills

Qualifications

- Educated to A Level (or equivalent)
- Evidence, through qualifications (or compensatory practical experience) of a high level of IT proficiency

Decision Making

- Organising time and ensuring prioritisation of workload to ensure success of many projects running simultaneously
- Deciding, in conjunction with managers, what areas to focus business priorities on.

Creativity and Innovation

- Ensure reports are produced and results analysed
- Ensure performance of team continually improves
- Ensuring key messages and updates are provided to staff.
- Assist staff with training

- Devise strategies and work on projects
- Research best practice

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed <ul style="list-style-type: none"> • Various projects • Oversee roll out to teams • Strategic development 	Responsibility	
Typical tasks supervised/allocated to others	Asset Responsibility:	

Contacts and Relationships

- Council Officers
- General public
- Members
- Partner Organisations

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours , this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, “is what I am doing in the best interests of Swindon and its people,”?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	