

JOB DESCRIPTION

JOB TITLE	Senior Technical Clerk
GRADE	Band G
REPORTING TO	TSU Team Leader
JD REF	BUS0236G

PURPOSE

Provide supervisory assistance and technical administrative support duties within the Planning and Land Charges, Development Control service areas. The post holder will assist with service plan implementation, service standards and targets in order that the service areas can provide an effective and efficient service in a growing competitive environment.

MAIN DUTIES AND RESPONSIBILITIES

- Provide cover for the duties performed by the Technical Clerks in periods of absence.
- Assist the TSU Team Leader/Principal Admin Officer on all staff matters including training, performance monitoring, absence, and discipline.
- Determine whether consents are required from submitted applications, ensure that the validation of fees etc are correct, ensure that applications are processed on a daily basis and passed to the professional teams within required timeframes.
- Produce official orders for goods and services, including stationery and office supplies, from within the 1Business corporate system, monitor and process orders for payment in accordance with councils' policies relating to financial regulations.
- Collate and complete all statutory returns and inter-departmental records as may be required.
- Supervise and maintain use of the Idox computer system with responsibility for the co-ordination of all activities relating to the monitoring and upkeep of the electronic registers/datasets and document management.
- Provide support to the TSU Team leader/Principal Admin Officer with regard to formulation of policy and review of processing procedures to maintaining office and administrative systems, to ensure continuity in effective service provision.
- Assist the TSU Team Leader/Principal Admin Officer in providing support in connection with the preparation of special projects, budget, and commercial opportunities, which may arise.

- Input and retrieve information, from various electronic systems, including basic manipulation of data, presenting statistics, reports and other information for staff and managerial use, as required.
- Undertake all reasonable duties in connection with the introduction of new technology. The post holder will be expected to examine and advise the TSU Team Leader/ Principal Admin Officer on the suitability of and thereafter assist in the smooth introduction of new technology in relation to administrative procedures within the section.
- Responsible for the ordering and maintaining of the general day-to-day stationery supplies from central resources.
- Assist in the promotion, marketing, and provision of customer care initiatives, so that the Technical Support Team is customer focused and committed, within an increasingly competitive market.
- Respond to formal technical and general enquiries relating to Development Control and Land Charges searches and associated matters.

ESSENTIAL CRITERIA

Qualifications:

- Qualifications demonstrating good standard of numeracy, literacy and I.T skills.

Knowledge & Skills:

- Able to communicate effectively with staff at all levels, members of the public and other agencies, particularly when motivating, negotiating, and persuading others.
- Able to articulate information; to present clear, accurate and concise reports.
- Able to work effectively with individuals, teams, customers, partners, and staff, understanding the functions and needs of the service and the organisation as a whole.
- Focus on customer satisfaction and deliver a quality service.
- Ability to organise, prioritise and generally manage team members and own workload in line with service demands. Effective organisational skills and the ability to determine appropriate priorities.
- Have a commitment to ensure the achievement of key objectives/ targets in line with service and corporate aims.
- Able to lead and motivate individuals and team: mentoring, coaching and team development skills.
- Able to manage tight deadlines, evaluating and determining priorities, within budgetary constraints and delivering services with a customer focused approach.

Experience:

- Working with financial systems.

DESIRABLE CRITERIA



Qualifications:

- A planning or land charges related qualification.
- Management experience/qualification.

Knowledge & Skills:

- Knowledge of democratic process and appreciation of the role of Elected Members.
- Knowledge of building and planning terminology

Experience:

- Experience of estimating and negotiating

ADDITIONAL INFORMATION

Ability to travel across the Borough and work from various locations.

Hybrid working.

DATE OF APPROVAL: 12/07/23

APPROVED BY: KATH LAWLESS, AD- PLANNING

