

Planning Improvement Officer				Purpose
Reference No.	A4922	Type	Individual	To promote and support continuous improvement throughout the Planning Service through the efficient use of digital technology, providing support for key planning stakeholder groups and learning from customer feedback.
Service	Planning			
Job Family			FC8	

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
PLANNING Ensuring all appropriate information is recorded/updated in digital systems in line with Service procedures e.g. application details, change of details, representation letters, plans and visual information.	Educated to SCQF Level 8, which includes HND or SVQ level 4 or equivalent, in a relevant subject or equivalent experience. Ability to provide regular and effective service	✓ ✓	
Liaising with Members, applicants, agents, and members of the public, over various aspects of the Planning Service.	Organisational knowledge and understanding of the Council environment. Communication skills (Focus on Customers)	✓	✓
Checking details on manual and digital information systems, ensuring all relevant public information is available and providing technical advice/information and support to Planning Service staff and stakeholders seeking access to information. Coordinating Planning Service responses to Requests for Information under SAR, EIR and FOI legislation.	Experience in a similar environment e.g. Planning or Building Standards & Safety Minimum of Level 2 GDPR Qualification		✓ ✓
Leading on the development and adaptation of processes and procedures for Planning Service digital systems, as required to respond			

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to legislative and other external changes and to promote efficient working practices and sound record management.			
Coordinating with BTS colleagues to ensure testing plans are devised and executed prior to the implementation of live software upgrades affecting Planning Services digital systems. Agree scheduling of system upgrades (and any associated downtime) with BTS, to minimise disruption to key service provision / requirements of the Planning Service.			
Ensuring that appropriate action is taken to investigate and resolve problems in planning systems and services. Ensuring that such problems are documented within the relevant reporting systems and enabling / assisting BTS with the development of problem solutions. Coordinating the implementation of agreed remedies and preventative measures.			
Managing and coordinating the work programmes for Planning Improvement Technicians, including allocating responsibilities and/or packages of work. Providing support and guidance as required, in line with individuals' abilities and skillsets and delegating responsibilities as appropriate. Advising individuals on career paths, and encouraging pro-active development of skills and capabilities. Setting performance targets, and monitoring progress against agreed quality and performance criteria. Providing effective feedback, throughout the performance management cycle, to ensure optimum performance.			
SERVICE IMPROVEMENT Contributing to the development and review of the Planning 'Service Improvement Programme' and leading on relevant specific projects identified to contribute to continuous improvement in service delivery. Ensuring that these projects are delivered to agreed quality standards and in line with Programme timelines, including ensuring that change is communicated to all key stakeholders and that the relevant processes and procedures are documented / updated and training is provided as required.	Project Management Qualification e.g Prince 2 or Agile Project Management Knowledge / Experience of managing change projects	✓	✓

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Ensuring that service improvement tasks are carried out in accordance with LEAN management principles and participating fully in the continuous improvement of working practices and processes.	LEAN Qualification Knowledge / Experience of LEAN principles	✓	✓
Leading on the development and creation of digital email and document templates, workload tasks, reports and automated communication updates for stakeholders.	Experience of Idox, Uniform and Uniform Enterprise system administration.		✓
Ensuring that the Planning Service Uniform and Idox Systems are fit for purpose and that code lists are updated and developed as required to optimise the efficient use of the software and ensure records management is effective.			
Ensuring that the Planning Service information and guidance available on the FC website is current, assisting with publishing and updating information available on the 'online planning system' and publishing / monitoring responses on Planning Service social media feeds.			
Ensuring databases, planning databases and EDMS are kept up to date, stable and fit for purpose. Instituting corrective action where necessary. Lead on maintaining the key digital policies such as document retention schedules, document management procedures, planning toolkit etc.			
Extracting information and reporting from a variety of sources and databases relative to Planning Service / team / individual performance, including the provision of statistical information to external bodies and for internal performance monitoring purposes. This includes checking coding accuracy and providing data for Scottish Government quarterly and annual performance returns.			
Ensuring processes are fully compliant with the General Data Protection Regulations, by keeping up to date with legislation.			
Assisting with the continual review of opportunities for new ways when working both by maximising the benefit derived from using new technology as well as impending changes to planning legislation.			
Developing and supporting a team based approach to the delivery of the Planning Service by identifying areas for improved provision through			

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review activity, benchmarking and the identification and adoption of best practice.			
Produce action plans that deliver improvements and identify efficiency savings within the Service and monitor and evaluate the impact of implementing those actions			
Assess and interpret performance indicators and feedback from customers and develop consequential improvement strategies and solutions.			
Provide training and support for staff within Planning Services on using digital technology, equipment and software and new processes and procedures, as these are made available.			
CUSTOMER Reviewing existing practices and procedures utilising LEAN principles to promote improvements to service delivery and stakeholder satisfaction by more effective use and deployment of resources within the Planning Service to contribute to the wider service and corporate goals.	Analytical skills	✓	
Assisting the Service Manager to liaise with other Authorities/local and national partnerships in planning and delivering cross boundary/multidisciplinary and Fife wide services and projects.			
Monitoring and reviewing customer feedback and developing and leading on the delivery of improvements, including being proactive in identifying new ways to embrace business improvement and service delivery mechanisms.	Experience of reviewing customer feedback with empathy and then devising innovative solutions to satisfy both the customer and service requirements		✓
Developing and maintaining effective liaison arrangements with internal and external stakeholders to ensure delivery of excellent service provision.	Partnership working skills (Work together)	✓	
Producing custom reports as well as their automation and assist with the automation of new areas of service delivery.			
Producing monitoring reports including capturing and monitoring outcomes from Local Review Boards and customer surveys.			

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Exploring and fully utilising digital means of communication including a variety of channels.			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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JOB TITLE (of Specialist tasks)				

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none"> • Skills Framework (if applicable) • How we work matters 	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>