



Role Profile

Planning Improvement Technician

Reference No.	1623.01	Type	Individual
Service	Enterprise, Planning and Employability		
Job Family	Technical	Grade	FC6

Purpose

Providing advanced technical support in order to improve the processes and performance reporting of the Service to comply with statutory requirements and also to take on project or developmental work which assists the portfolio in the continuous delivery of professional, high quality and customer focussed services.

Undertake project or developmental work which assists the portfolio in the continuous delivery of professional, high quality and customer focussed services in the most efficient and effective manner possible.

The technician will be working within Planning (Major Business and Customer Service Team) and will also provide support to both the Development Management and Development Plan Team. The technician will be required to work on their own and as part of the Team. They will also work with other Council services and other local authorities and partner organisations.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

PLANNING FUNCTIONS

Ensuring all appropriate information is recorded/updated on computer systems and paper files (where one exists) e.g. application details,

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

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Educated to SCQF level 6, which includes Highers or SVQ level 3 or equivalent

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change of details, representation letters, amended plans, in line with Service procedures.	Experience in a similar environment e.g. Planning or Building Standards & Safety Ability to provide regular and effective service	✓	
Working closely with document management staff ensuring consistency for information recording across different computer systems.	Team working Skills	✓	
Checking the validity of plans and applications for correctness and technical compliance and basic legislative requirements, in line with Service procedures.	Experience of reading plans/drawings	✓	
Validating applications for householder developments ensuring compliance with relevant legislation, in line with Service procedures	Experience of working in a Development Management, Planning or Building Standards & Safety environment	✓	
Conducting constraint checks on applications e.g. pipeline zone, Local Landscape Areas, airfield notification zones.			
Sending electronic consultations with links to relevant documentation on the planning online website.	IT skills (Embrace technology and information – See 'How We Work Matters' Framework) European Computer Driving Licence	✓	✓
Ensuring appropriate letters and documents are issued as part of the consultation/objection process. Plotting site details on GIS software from application details.	OS map reading skills Experience of plotting and interrogating GIS system		✓
Processing Permitted Development and withdrawn applications in line with Service procedures.			
Completing reports with assessment of Certificates of Lawfulness (proposed) against current legislation and issue decision, following sign off by line manager.			
Ensuring appropriate refunds/recharges are made to applicants, in line with Service procedures.			
Ensuring that all planning applications are publicised in line with current legislative requirements and in line with Service procedures.	Organisation skills	✓	

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Liaising with applicants, agents, members of the public, over various aspects of the Planning application process. Check details on manual and computerised information systems and provide basic technical advice/information.	Communication skills (Focus on Customers)	✓	
Ensuring that decisions are recorded on electronic systems and that all relevant parties receive notification of the decision using the relevant Service procedures.	Experience of using an electronic document management system or planning casework system (e.g. Uniform, Enterprise, Idox)	✓	
Carrying out notification to neighbours, for all valid planning applications in accordance with current legislative requirements and in line with Service procedures.	Knowledge of planning and planning application process	✓	
Answering telephone, letter and e mail requests for supply of information, from third parties, e.g. members of the public, agents, community councils.	Experience of dealing with a range of customers groups, including elected members (Take ownership)		✓
Answering enquiries from all categories of visitors to the office relating to all aspects of the application process, e.g. how to object to an application, explaining an application, details from an application.	Conflict handling skills	✓	
Promoting and exemplifying good practice in customer service and communication with all internal and external customers.	Customer care skills	✓	
Undertaking calculations of proposals in line with Policy Guidelines, e.g. dormer design guide, private garden ground, plot ratios.			
Carrying out Committee related work, preparing committee plans for inclusion in the Committee agenda papers.	Interrogation and research information skills (Deliver Results)	✓	
CUSTOMER Reviewing practices and procedures utilising LEAN (or similar) principles to promote improvements to service delivery and client satisfaction by more effective use and deployment of resources within the team to contribute to the wider service and corporate goals.	Analytical skills	✓	

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Assisting the Service Manager to liaise with other Authorities/local and national partnerships in planning and delivering cross boundary/multi-disciplinary and Fife wide services and projects.				
Monitoring and reviewing customer feedback and assist in delivery of improvements on a portfolio wide basis, including being proactive in identifying new ideas 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 other functions of the Service.				
Producing monitoring reports including capturing and monitoring outcomes from Local Review Boards and customer surveys.				
Exploring and fully utilise digital means of communication including a variety of channels such as the Intranet, Internet and social media given the increasingly important means of communication for Service wide issues.				
SERVICE IMPROVEMENT Carrying out all tasks in accordance with LEAN management principles and participate fully in the continuous improvement of working practices and processes.				
Creating standard letter templates, reports and new processes as well as monitoring and the operation of planning portal and assisting with reporting, communicating and resolving issues as they arise.				
Assisting with maintaining and updating the team website and publish and monitor the services social media feed(s).	Time management skills	✓		

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Ensuring databases, planning databases and EDMS are kept up to date, stable and fit for purpose. Instituting corrective action where necessary. Assist in maintaining the various electronic policies such as retention schedules, Document Management Procedures, planning toolkit etc.	Accuracy skills Problem solving skills	✓ ✓	
Extracting information and reporting from a variety of sources and databases relative to Team performance, productivity including the provision of statistical information to external bodies and for internal performance monitoring purposes. This will include with providing the Scottish Government with quarterly returns, ensuring data recoding accuracy.	Presentation skills Research skills	 ✓	✓
Assisting with ensuring the 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 of working both by maximising the benefit derived from using new technology as well as impending changes to planning legislation.	Experience of problem solving and delivering solutions utilising new or modern ways of working	✓	
Developing and support a team based approach to the delivery of the Planning function by identifying areas for improved provision through review activity, benchmarking and the identification and adoption of best practice.	Coaching skills		✓
Assisting Service Managers to produce action plans that deliver changes and identify efficiency saving within the portfolio and evaluate the impact of such actions.			
Assessing and interpret Performance Indicators on customer related issues.			
Assisting in training other members of the Team on using new IT, new processes and new software as these are rolled out.			
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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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input checked="" type="checkbox"/>
	Basic Disclosure <input type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results