

**Manchester City Council
Role Profile**

**Technical Officer, Grade 5**

**Planning, Building Control and Licensing, Directorate for Growth and Development**

**Reports to: Senior Technical Officer**

**Key Role Descriptors:**

This role will provide an efficient and responsive technical and administrative support and advice to the Planning, Building Control and Licensing Service, elected Members, members of the public and other service users.

The role holder will assist in the processing of Planning and Building Control applications and help achieve performance standards for the team and performance targets for the service.

The role holder will support the work of the service by providing information and guidance to customers and providing general technical and administrative assistance for the Service.

**Key Role Accountabilities:**

Provide high quality technical and administrative support in the receipt and processing of Planning and Building Regulations applications by the Service. The role holder will undertake the checking and validity of applications prior to acceptance ensuring that data is accurate and complete and will produce and issue decision notices for applications.

Ensure an effective and proactive fee collection service for the authority. The role holder will advise on fees and charges options in response to enquiries from developers and agents.

Undertake basic technical assessments and give advice on matters relating to associated Planning legislation and Building regulations.

Assist customers to inspect applications, the planning register, or other statutory records held by the department and provide assistance with the completion and submission of applications.

Provide high quality communications to all customers, applicants and agents concerning the application process and services provided.

Maintain standards of information and administrative systems within the team and contribute to the continuous improvement of service delivery.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.



**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**



**Technical Officer - Key Competencies and Technical Requirements:**

**Behavioural Competencies**

* We are proud and passionate about Manchester.
* We take time to listen and understand.
* We ‘own it’ and we’re not afraid to try new things.
* We work together and trust each other.
* We show that we value our differences and treat people fairly.

**Generic Skills**

* **Communication skills**: Good literacy and numeracy skills to undertake calculations and produce estimates, letters, reports and other documentation. Ability to communicate clearly, concisely, accurately and in ways that promote understanding.
* **Analytical skills**: Ability to absorb, understand and quickly assimilate straightforward information and concepts and compare information from a number of different sources.
* **Planning and organising**: Provides work on time and to the required standard and is capable of prioritising own workload in order to meet deadlines.
* **Problem solving and decision making**: Ability to interpret basic legislation and guidelines in order to resolves queries. Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **ICT skills**: Ability to use multiple applications, systems and software packages. Ability to set up and maintain effective systems to manage and retrieve information.
* **Administrative skills**: Good level of literacy and numeracy skills to undertake calculations and produce letters, e-mails and other documentation.

**Technical requirements (Role Specific)**

* None.