

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Technical Validation Assistant
Job Family:	Technical Administrative Support
Service:	Place Development
Location:	Town Hall
Reporting To:	Technical Validation Supervisor (Development Management)

Role Purpose: <i>Why the role exists and its contribution</i>	<p>To Provide specialist technical support to the Development Management team to enable the provision of efficient economic and effective service to customer.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture</p>
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Main Duties and accountabilities

Service Specific	<p>Ensure the prompt efficient and accurate registration of all online and Planning applications in accordance with National Guidance to agreed timescales, initiating appropriate consultations, and issuing recording decisions as required.</p> <p>Update records on the planning application files ensuring accuracy on the Public Access system and production of standard reports as required to support the development management process.</p> <p>Deal with the administration of land charges, processing searches and responding to request within required time scales.</p> <p>Dealing and helping with the Migration of Land Charges over to HMLR.</p> <p>Deal with the process for street naming and numbering for new roads, including notifying Royal Mail, external and internal customers and make necessary updates to Uniform system.</p> <p>Determine and Process Payment of appropriate fees.</p> <p>Provide Prompt and accurate advice in writing, in person and by telephone to all enquiries arising from the specific duties of this by post and general advice on the progress of work being dealt with by the teams.</p> <p>Monitor and respond to emails from various mailboxes to ensure all internal and external customers receive timely responses.</p>
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Generic Duties	<p>Administrative Support</p> <p>Working under instruction, provide a good all-round technical administration service that supports with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation.</p> <p>Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative support.</p> <p>Meet designated technical administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to My Performance Conversations</p> <p>Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant business processes to ensure standard administrative systems and service-related procedures continue to be fit for purpose.</p> <p>Be responsible for dealing with allocated service requests from members of the public, external organisations, and other services. Provide a seamless and high-quality service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate.</p> <p>Collate, record and present team data in accordance with the Council's performance measurement systems and share this as requested with other officers and members.</p> <p>Ensure effective flow of communication within your team and sharing of information to and from other services across the council.</p> <p>Organise service-related meetings including the co-ordination of agendas, attendees, minutes and room bookings.</p> <p>Assist with postal requirements for your team including the opening, scanning, recording, collection, distribution packing etc. of post.</p> <p>Carry out day to day maintenance of office equipment such as photocopiers, scanners, printers etc. and liaise with service engineers regarding service requirements.</p> <p>Ensure the team has the necessary and basic facilities to deliver the service effectively including access to files, contacts, stationery and equipment.</p> <p>Other duties as may be required from time to time to support the service.</p>

The key decision making areas in the role	
<p>Prioritising the workload to ensure that customer deadlines & group targets are met.</p> <p>Discretion in decision making including unexpected problems/situations.</p> <p>Understanding and implementing all relevant up to date legislation.</p> <p>Maintaining strict confidentiality at all times and adhering to current GDPR legislation and service guidelines</p>	
Customers and contacts	
<p>Applicants, Appellants, Statutory consultees, Solicitors, The planning inspectorate, Government agencies and staff within the council.</p>	

Dimensions of the role	
Financial	Non-financial
Reconciling Payments for applications	<p>Emotional stress from the circumstances or behaviour or people</p> <p>At times dealing with difficult customers</p>

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
General standard of education with strong skills in English and Mathematics	E		
Knowledge and Experience			
Previous experience working in a busy office environment	E		
Proven experience dealing with diverse set of customers and providing a high standard of customer services	E		
Proven experience of excellent problem solving and listening and questioning skills, with the ability to manage challenging situations.	E		
Confident in the use of Microsoft Office, application databases & telephony systems	E		
Experience working in local authority planning environment	D		
Skills			
Good personal organisation and prioritisation skills to deal with a wide range of tasks	E		
Ability to take ownership of problems identify and delivering a satisfactory resolution for all parties	E		
Proven ability to communicate diplomatically, confidently, and with clarity both orally and in writing	E		
Proven ability to work with a high level of accuracy and attention to detail whilst working to specific details	E		
Innovative and flexible enabling you to adapt to changing priorities and deadlines	E		
Ability to develop and maintain good working relationships	E		
Ability to improve process and procedures	E		
Additional requirements			
Must be legally entitled to work in the UK.	E		