

Development Management Support Officer

Role Profile

Service: Place Business Support Team – Place Directorate
Band: Band 3
Reporting to: Business Support Team Leader (Development Management)
Responsible for: No direct reports



TRAFFORD
COUNCIL

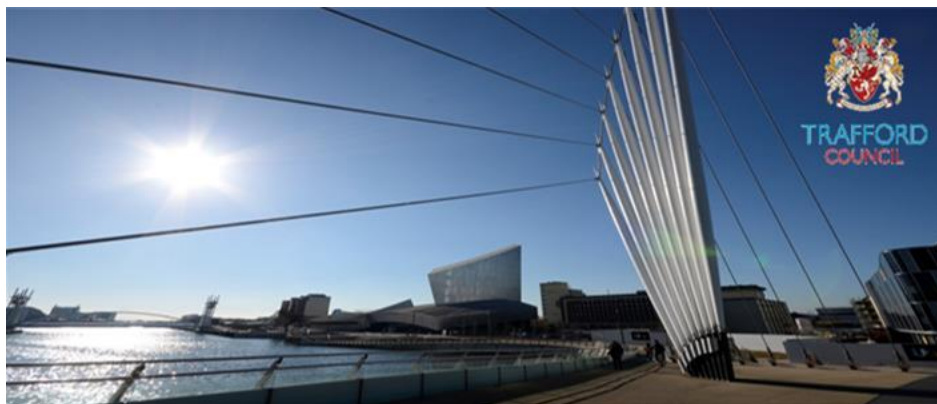
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

The Place Business Support team works to provide general administrative and technical support to the services across the diverse Place Directorate. This includes Regulatory Services, Planning & Development, Building Control, Development & Estates, Strategic Growth, Leisure, Emergency Growth & the One Trafford Partnership.

The team deliver a responsive, customer-focused service, providing technical advice and support to our customers and are the first point of contact for many services. Officers administer a number of workflows and process financial transactions across the Directorate. With a people centred approach the team is the link between services within the Directorate, and their / our customers.

Your Main Priorities

- Supporting the provision of high-quality development management service and ensuring the achievement of government targets, Council objectives and the delivery of the place shaping agenda.
- Providing technical and general administrative business support to the Planning and Development service and other services within the Place Directorate.
- Delivering a high standard of customer service to clients, partners, officers, Elected Members and service users whilst striving to meet the aims, objectives and statutory targets required of the services providing frontline services to our businesses and residents.

Key duties

- Supporting the Team Leader to contribute to a continuous improvement in service delivery and promoting and identifying generic work practices within the Place Business Support Team.
- Receiving and responding to customer enquiries via a variety of channels and where the enquiries are forwarded on, monitoring progress and ensuring responses are sent in a timely fashion.
- Maintaining computerised and publicly accessible records, ensuring GDPR compliance.
- Accurately completing electronic local land charge searches and site history searches, including locating and retrieval of historic files, preparation and printing of planning related documents including maps, conversion to various formats, ensuring GDPR (or relevant legislation) compliance.
- Preparing, collating, distributing and publishing the monthly Planning & Development Committee Agenda, and associated documents including maps.
- Supporting the preparation and submission of public notices and adverts for publication in the press, complying with all Council policies, procedures, professional practices and relevant regulation and legislation.
- Working efficiently together with the other teams within the Service, Directorate, across the Council and with other external stakeholders to provide advice and a high standard of customer service.
- Inputting, maintaining and interrogating data files held by the departmental software as required, such as plotting on the GIS systems. Ensuring accuracy, confidentiality and security of the data processed in accordance with GDPR (or relevant legislation).
- Identifying, analysing and resolving data and / or systems errors, and determining and applying the correct solutions promptly.
- Undertaking such other duties appropriate to the post as may be reasonably required by the Council as Employer in compliance with the Contract of Employment and to ensure the efficient running of the Place Directorate as a whole.

About You

Qualifications and Professional Development

- Relevant qualification equivalent to NVQ Level 2 or equivalent experience
- Commitment to continuous personal and professional development

Experience and Knowledge

- 1-2 years' experience of office administration in a large organisation using a variety of computerised systems

- Experience of quickly analysing problems and finding appropriate solutions
- Experience of working in a team and achieving collective goals
- A sound knowledge of Microsoft Office packages (including Word, Excel, Teams and Outlook) and IT systems to enable the post holder to input/extract information effectively
- Knowledge and understanding of GDPR compliance

Skills and abilities

- Ability to establish good relationships with colleagues, partners and other stakeholders
- Effective communication skills, with the ability to communicate clearly, concisely, accurately and in ways that promote understanding, selecting and using appropriate media
- Highly developed planning and organisational skills; prioritising and managing your daily workload, producing accurate work within deadlines and with minimal supervision
- Flexible and adaptable, quickly learning new concepts and sharing knowledge and skills with colleagues within the Business Support Team
- Ability to focus clearly to achieve defined results and outcomes
- Ability to work individually and in a team environment
- Good numeracy and analytical skills, researching and reviewing information to formulate new ideas, inform business decisions and suggest improvements
- Customer focused approach to service delivery

Special Conditions

- May be required to work at various locations throughout Trafford borough

Date prepared/revised	Renamed and updated role profile – 16/05/2023
Prepared/revised by	M Hopper / S Lowes / R Pollard
Job Evaluation	Re-evaluated 21/03/2023

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.