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| **Technical Support Officer – Planning and Building Control** |
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| **Service:** | Urban Vision Partnership | **Grade:** | 2C | **Salary:** | £21,589 - £23,836 |
| **Reporting to:** | Liz Taylor | **Location:** | Salford Civic Centre | **Hours:** | 36 Hours per week |
| **About the role** |  | **Our priorities**  |
| * As a Technical Support Officer in the Planning and Building Control Team you will provide an excellent quality and reliable administrative support service to customers, partners and the wider teams.
* You will receive, process and validate planning and building control applications in an accurate and expedient manner with particular attention to detail. You will also help to administer appeals submitted in relation to planning applications.
* You will organise your own workload, manage conflicting priorities and be flexible to meet the needs of the team.
* You will undertake a wide range of administrative duties and display a commitment to excellent customer care.
* You will show intiative and be able to respond to unanticipated problems, meeting deadlines and making a valuable contribution to overall performance standards.
* Experience of using a wide range of computer packages will be necessary
 |  | Lacie RAID Backup:USERS WORKING FILES:Johnny_Working files:3-4995 - Role profile template:Working files & Artwork:Working files:3-4994 - Great Eight_Poster copy.png |
| **Key outcomes** |
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| * Provide a professional, reliable and expedient validation experience to service users, partners and colleagues
* Demonstate the skills to communicate at all levels, be well orgnaised and efficient and have a enthusiastic approach to team working
 |  | * Contribute to service standards and the continous improvement and development of the planning and building control service
* Ensure that deadlines and performance standards are met in a timely manner.
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| **What we need from you** |
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| * Proven technical skills and ability in the role with a record of accomplishment for delivering outcomes
* Professional credibility through proven relevant experience
* Models and demonstrates our values and behaviours
* Experience of working in a busy, multi disciplined team environment and achieving collective goals
 |  | * A positive attitude to team working, customer care and service delivery
* Excellent communication skills, attention to detail and pride in the work produced
* Excellent ICT skills
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| **Application Guidance**  |  | **Our values**  |
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| We are a values based organisation so reflecting our values or a values based approach in your evidence will support your application.The ‘Key outcomes’, ‘What we need from you’ and ‘our leadership behaviours’ sections of the Role Profile are there to give you an understanding of what we would like to see reflected in your application. Don’t give up if you are not able to reflect all of these in your application. Click here to enter text. |

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