



JOB PROFILE

Post No.	70180 - 70182
Post Title:	Search and Systems Officer
Unit/Team:	Development and Enforcement
Grade:	Scale 3/4
Service:	Planning and Culture
Reports to:	Development and Enforcement Manager
Issue Date:	February 2010

PURPOSE OF THE JOB

Responsible for the processing and delivery of search requests into the Council and to provide systems and administrative support within the Development and Enforcement Group in a systems thinking manner to ensure continued service improvement for the customer.

1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- 1.1 To respond to all requests for planning and building control search information and associated documents relating to land and properties and where appropriate, to collect any necessary fees.
- 1.2 To provide systems support, general maintenance and training for the Development and Enforcement Group's administrative IT systems (including but not exclusive to: Fast Planning, Fast Web, Anite, Planning Portal, PADHI+, Agresso).
- 1.3 To liaise as necessary with other sections of the Council and external organisations to ensure the effective administration of the above systems
- 1.4 To provide administrative support to the Development and Enforcement Group by monitoring in-boxes, producing press notices, distributing and where necessary, storing/filing incoming post, information and legal/policy updates, raising orders/goods receipting, maintaining planning records, producing information to aid the Planning Committee process and aiding planners in the administration of major/complex planning applications and appeals.
- 1.5 To proactively identify and remove waste, delays or problems from within the search and development and enforcement systems on a continuous basis.

2. OTHER DUTIES AND RESPONSIBILITIES

- 2.1 To record all search requests data and other activities and produce graphs and charts to analyse demand and work systems.

- 2.2 To collect receipted payments from CPT and associate with demands.
- 2.3 To liaise with Forward Planning over the collection of data for the purposes of performance monitoring and reports
- 2.4 To produce a weekly list of applications and decisions for manual and electronic circulation to Councillors and Land Charges.
- 2.5 To provide support to ongoing administrative and IT projects within the section
- 2.6 Any other duties considered necessary by the Development and Enforcement Manager.

3. SUPERVISORY RESPONSIBILITIES

None

4. FINANCIAL RESPONSIBILITIES

Financial Rules and Procedures

The Council's rules and procedures for all financial activities are set out in the Council's Constitution within Contract Standing Orders (part 3f) and Financial Standing Orders (part 3g). More detailed guidance on specific financial activities is provided in a series of Financial Instructions.

Copies of these documents will be available within each service and are also shown in full on the Council's intranet site.

All employees who carry out any financial activities must ensure that they are familiar with, and comply with at all times, the Council's financial rules and procedures.

5. RISK MANAGEMENT & BUSINESS CONTINUITY

Play an active role in identifying, managing and controlling risks relating to the business activities of the Service

6. MAJOR EMERGENCY PLAN

The Council has a duty under the Civil Contingency Act to have a Major Emergency Plan (MEP) in place.

It is a requirement that all employees who are named in the plan agree that their personal contact details can be contained within the MEP (this document is only issued under control to those that need it for call out purposes).

7. EQUAL OPPORTUNITIES AND DIVERSITY

Demonstrate awareness and understanding of, and commitment to, Equal Opportunities and Diversity, showing respect, consideration and sensitivity to people's needs and ensuring that the Council's policies are adhered to and demonstrated in all contact with customers, colleagues, other agencies and stakeholders.

8. DATA QUALITY

Have a responsibility for ensuring that information created, received, acted upon or passed on is accurate in conjunction with the Council's Data Quality Strategy.

Be aware of how the day to day activities of the post contribute to the calculations of performance indicators and other key business information on which key decisions are based.

9. EXTENT OF PUBLIC CONTACT

Daily contact with external solicitors

Daily contact with Search Agency's

Daily contact with the general public in person, by phone, fax and e-mail

10. WORKING CONDITIONS AND ENVIRONMENT

Office based.

11. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS

Refer to Person Specification attached.

Signed as agreed:	
Manager	Date
Postholder	Date

PERSON SPECIFICATION



Post: Search and Systems Officer

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
GCSE's grade A-C or equivalent, including mathematics and English, or demonstrate ability to an equivalent standard	E	A,D
Working knowledge of Microsoft Office	E	A,I
Good communication skills numerate and both written and oral	E	A,I,R
A minimum of 6 months working in an office environment	E	A, R
Working knowledge of the IT systems operating within the service (eg, Fast Planning, Anite, Planning Portal, PADHI+, Agresso, etc.)	E	A,I,R
Working knowledge of the development control process and the range of associated administrative procedures	E	A,I,R
Able to adapt and implement change in working practices	E	A,I
Flexible approach to work	E	A,I
Ability to work accurately under pressure and to prioritise	E	A,I
NVQ Administration Level 2	D	D
Geographical knowledge including use of GIS	D	A,I
Ability to work unsupervised accurately in a small team and achieve targets	D	A
Able to manage and develop self	D	A

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D

