

Job Description

Post Title	Planning System Analyst Assistant
Job Evaluation	E00174
Grade	4
Service	Regeneration, Economy and Growth
Service Area	Development Management
Reporting to	Planning System Analyst
Location	Your normal place of work is Corten House, Aykley Heads, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post is not subject to a disclosure.
Flexitime	This post is eligible for flexitime
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

The Planning System Analyst Assistant will play a key role in the ongoing support, maintenance, development, and evolution of IT systems that support Planning Development Management functions, helping to ensure the effective delivery of Council services and statutory responsibilities.

As part of the Planning System Support team, the postholder will assist in the delivery, configuration, and continuous improvement of business-critical systems and processes. The role will support the Planning Development Management Service, while contributing to the broader priorities and service objectives of the Regeneration, Economy and Growth Directorate.

The post holder will help to ensure that the service effectively engages with its customers, including the general public, communities, applicants, stakeholders and the development industry.

The post holder will assist the work of Officers by ensuring that all necessary standard processes required to support the statutory disciplines are carried out in an accurate and timely manner. This will include the undertaking of a range of administrative tasks designed to ensure the delivery of an effective and responsive support service.

Duties and Responsibilities

- The Planning System Analyst Assistant will form part of a Planning Development support and development team and will support the Planning System Analyst in ensuring the continued development, upgrade and maintenance of the Planning and Building Control software system and related supporting functions.

- The post holder will assist the Planning System Analyst in the integration of systems and functions associated with data and performance management, and customer insight related to the Planning Development Service.
- The post holder will assist in specific projects to improve the delivery, cost effectiveness and public interface of the Planning Development service and to provide data and information managed by the service.
- To ensure accurate data inputting into the service's bespoke ICT systems to ensure accurate processing of a range of types of applications for planning permission and all related Planning Development Management functions in line with statutory deadlines.
- To create spatial data by plotting polygons onto the Planning Development Management GIS function.
- To use a range of bespoke software systems including idox (UniForm), Exacom, Ignite, NitroPro, Document Management System and Flite to ensure all processes are carried out to ensure all communication, advertising and record management are maintained as required by statutory regulations for the Planning Development Management function.
- To interpret and identify sensitive information to ensure all personal information is redacted accordingly before publishing on the Authority's website in accordance with GDPR regulations.
- To data cleanse historical information in compliance with GDPR regulations for the purpose of storage and time limitations
- The post holder will help to ensure that the service effectively engages with its customers, including the general public, communities, applicants, stakeholders and the development industry.
- To operate the service's CRM function, managing and monitoring the system on behalf of Planning Development Management and ensuring responses are properly recorded.
- To mentor and advise junior members of staff.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	• Minimum of 4 GCSE's or equivalent at grades A to C including English Language. • Working towards achieving a BTEC National in Public Administration or NVQ Level 3 in Business Administration or equivalent, or experience relevant to the role.	• Qualification in IT or Public Service
Experience	• Experience of dealing with members of the public in person and over the telephone within an office environment • Experience of working with IT systems and software packages designed to support service delivery	• Experience of working in a planning based role
Skills and Knowledge	• Interpersonal skills, including the ability to communicate effectively, both orally and in writing, with a wide range of people from different backgrounds. • Ability to recognise key issues, identify problems and find, and implement, solutions. • Familiarity with and ability to use relevant ICT infrastructure. • Ability to demonstrate a can do and pragmatic approach to solving general service delivery issues	• Knowledge of planning work and processes
Personal Qualities	• Approachable personality with enthusiasm and self motivation • Ability to work to deadlines • Willingness/ability to work on own initiative and/or as part of a team, maintaining high levels of integrity and discretion. • Ability to concentrate for long periods of time whilst undertaking single task • Positive and can do approach to service delivery • Persevering and problem-solving approach	• Ability to adapt to change • Ability to multitask