ROLE DESCRIPTION

Role title	Technical Team Leader		
Directorate			
Current employee			
Reporting to	Team Manager – Technical Teams		
Grade	11		
Evaluation ref	TR0014	Job Family Ref	

Role purpose

Supervise a multi-disciplinary team of Planning Technicians to deliver an efficient, high quality, continuously improving service across a wide range of service requests from general enquiries to the validation, registration and processing of planning applications, ensuring legal requirements are met and legislation and local or national policies are complied with.

To act as the site systems administrator and to work with other systems administrators to develop and manage the relevant planning software system to ensure it remains up to date with regard legislative changes and to enhance the efficiency of the Service to ultimately achieve a better quality of service to the public.

Key results area	Accountability
Corporate Responsibilities	• Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.
People Management	• To manage a team of Planning Technicians and carry out regular performance reviews in line with corporate policy, coaching and directing as required to further individual's personal development and roll out staff improvements. Where a member of staff fails to achieve the expected level of performance the post holder will be required to take relevant remedial action with regard training and support.
Delivery of Statutory Duties	• Maintain a thorough knowledge of technical issues of planning related matters, policies and procedures in order to advise and

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	guide team members, and to ensure information for customers (internal and external) is accurate and up to date. • Ensure specific legal requirements and technical information are accurately identified and handled and legislative timescales met. Inaccuracies in registration can lead to unacceptable delays which in turn can lead to statutory targets not being met and thus it is important to get it right first time.
Resource Management	• Supervise the daily workloads and address resource issues as necessary to ensure performance targets are achieved, including the organising and programming of work and the development of team members.
Complex Problem Solving	• To give advice on more complex and technical validation queries. As Team Leader, the post holder is responsible for ensuring self and the team members are competent, up to date and fully trained and conversant with appropriate legislation as well as the Council's own systems and policies. • Resolving difficult problem cases escalated from staff including contact with businesses and members of the public where they will offer advice, negotiate and influence behaviour to seek satisfactory outcomes.
Operational Duties	• Deliver a broad range of activities e.g. system administration, purchasing and procurement administration, invoicing, debt management, data collation and report generation - both statutory and ad hoc, responding to Freedom of Information Requests.
Technical Duties	• Manage the relevant planning computer system for the Council, which requires management of the infrastructure of the system, regular maintenance and required changes as relevant legislation dictates. • Manage and maintain the procedure notes for the various tasks carried out by the Technical Team, ensuring staff remain up to date on any procedural/legislative changes or any changes to software processes/procedures.
Project Work	• To co-ordinate projects such as system changes and changes in legislation.
Customer Care	• At all times maintaining high levels of customer service and meeting performance standards, having regard to the development plan, other planning policies and the Council's corporate priorities and objectives.
Continued Professional Development	• To undertake training and development as required and be committed to maintaining and developing expertise and knowledge in line with Continuing Professional Development (CPD) standards.

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Qualification/Knowledge/Experience/Skills

Qualification

Essential

- Educated to A-level standard or equivalent experience.
- GCSE in English and Mathematics or equivalent experience.

Desirable

- Business Administration/IT Level 3 Qualification
- ECDL

Knowledge

Essential

- Knowledge of planning legislation to provide detailed advice with regard validation of planning applications including process and procedural matters.
- Knowledge of democratic processes

Desirable

- Thorough knowledge of IT packages in particular Microsoft Office, planning software, document management systems, public facing planning solutions, Sharepoint and GIS. Covering all modules for Development Management, Enforcement, Appeals and TPO's.
- Knowledge of Access/Crystal Reporting and Database Administration

Experience

- Previous work experience that demonstrates the required knowledge and skills.
- Proven record of customer service delivery and developing and improving services.
- Proven record of supervisory experience
- Experience of dealing with members of the public.
- Experience of case managing service requests
- Experience of working with a variety of databases and generating reports for performance management and audit purposes.
- Experience of supporting services to meet legislative data requirements

Skills

- Excellent customer service skills
- Excellent organisational skills
- Excellent communication skills both orally and in writing.
- Self-motivated and works well within a team
- To be an excellent IT user familiar with database, financial and stock ordering systems and able work at speed accurately.
- Ability to follow standard operating procedures accurately and contribute to their development.

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- Assertive when required and handle conflict and cope with aggression from others.
- Deal sympathetically and be empathetic with members of the public.
- Support good working relationships with colleagues, partners and business representatives
- Flexible, able to cope with a variety of tasks and an ability to prioritise competing demands.
- To contribute positively and innovatively to service review and development
- To demonstrate a flexible and innovative approach to problem solving under supervision of Customer Focus and Performance Team Leader or other specialist officers
- Recognise when issues need to be referred to more experienced officers

Dimensions of role

The Team Leader is responsible for the management of a site-specific team of technical staff reporting for performance reviews and coaching/mentoring. Providing information, advising, influencing and motivating the team.
You will offer support and judgement on more complex queries from the general public/agents /applicants and with regard validation alongside all software system queries.
Responsible for various aspects of budget data preparation including the locating of income, approval and tracking of applications & refunds, raising purchase orders & customer invoices and processing supplier invoices.

Planning Horizon:
Within the next 5 years Somerset will be working jointly to provide a single system platform for the entire planning area. Systems Administrators feed into the procurement process and will be responsible for the smooth data migration carrying out essential user acceptance testing to ensure the data migration is complete and fit for purpose whilst ensuring the planning register remains available and up to date and to carry out final user training for all staff. Until this time the 6 current systems will continue to be managed/updated and operated independently requiring bespoke knowledge and systems updates to ensure they support legislative and operational changes.

Notes

Competencies / attributes	IT Literacy – will need to be familiar with office, comfortable with data input, report writing and presentations. Customer focus – will need to be a clear communicator with excellent negotiation skills. You will need to be able to develop and maintain relationships with Members. Work ethic - You will need to be a methodical and well organised worker to meet performance targets. Networking skills to build relationships with service users. You will need to be enthusiastic, have a flexible approach to working hours and be a good team player.

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	Promote the need for change and models this behaviour. Ability to adapt to changing priorities. Advanced communication skills, including the ability to influence, negotiate and problem solve.
Working conditions:	The full-time post is 37 hours per week with some flexibility to meet the needs of the service. There is a 6 months' probation. Work shall be from the office initially but then can be flexible with a mixture of remote and office working.
Working arrangements:	Full-time – 37 hours with dynamic working arrangements and flexibility to meet the needs of the service