

# PUBLICA

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

<b>Job title:</b>	Planning Support Officer	<b>Location:</b>	Witney, West Oxfordshire
<b>Department:</b>	DM Admin & Validation	<b>Service:</b>	Service Support
<b>Reports to:</b>	Senior Administration Support Officer	<b>Working Hours:</b>	25
<b>Job group:</b>	Process & Internal Support	<b>Peer group no:</b>	PG-C5
<b>Business World Post number:</b>	880000964	<b>Direct Reports (if applicable):</b>	N/A
<b>FTE Salary pro rata:</b>	£25,223 – £27,197	<b>Contract type:</b>	Permanent

<b>Main purpose of this specific role:</b>	<ul style="list-style-type: none"><li>To provide transactional services to support and assist the planning team, planning process and service delivery. To respond to the needs of internal and external customers of the planning team.</li></ul>
<b>Main requirements for this specific role:</b>	<ul style="list-style-type: none"><li>To work in partnership with customers, consultees and Council Members to ensure planning applications are in a condition to enable full and proper consideration/determination.</li></ul>

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	<ul style="list-style-type: none"> <li>• To register planning applications in a timely manner (to include checking plans and technical documents).</li> <li>• Dealing with fees, payments, receipts and refunds for the provision of services via telephone and email.</li> <li>• Update and maintain internal data and records</li> <li>• To assist other officers in the delivery of the service</li> <li>• Undertake any other duties as reasonably required to do so</li> </ul>
<b>Essential qualifications/skills /experience specific to this role:</b>	<ul style="list-style-type: none"> <li>• Qualifications equivalent to NVQ level 1 or GCSE in Maths and English</li> <li>• Ability to establish and maintain good working relationships</li> <li>• Natural and engaging style of communication</li> <li>• Ability to apply good judgement and query issues where appropriate</li> <li>• Understanding of the issues affecting Planning.</li> <li>• Ability and/or aptitude to deal with professionals and the general public within a customer-oriented service.</li> <li>• Ability to maintain confidentiality in accordance with Data Protection.</li> <li>• The ability to learn new skills and tasks</li> <li>• Competent in using a range of technology and software packages, including Microsoft and Google (experience of Uniform IT system useful).</li> <li>• Is proactive/self-motivated and flexible</li> <li>• Prioritises and meets tight deadlines</li> <li>• Works together with employees, colleagues and customers to resolve problems and implement change initiatives</li> <li>• Ability to follow instructions and to question constructively, suggesting solutions to issues where appropriate</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• Good written and verbal communication skills</li> <li>• Experience of the issues affecting Planning</li> <li>• Experience of dealing with professionals and the general public within a customer-oriented service.</li> </ul>
	<b>Generic Job Profile:</b>

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<b>Main Purpose of a role within this job group:</b>	<p>The purpose of the role is:</p> <ul style="list-style-type: none"> <li>• To provide transactional services to support and assist the business function, process and service delivery</li> <li>• To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area</li> </ul>
<b>Key Responsibilities of a role within this job group:</b>	<ul style="list-style-type: none"> <li>• Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed</li> <li>• Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures</li> <li>• Ensure all relevant customers and company information is captured and recorded accurately</li> <li>• Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required</li> <li>• Update and maintain internal data and records</li> <li>• Identify issues and escalate issues which may potentially impact service delivery</li> <li>• Undertake any other duties as reasonably required to do so</li> </ul>
<b>General Accountabilities:</b>	<ul style="list-style-type: none"> <li>• Safeguarding – The Council/Publica is committed to meeting its statutory and moral duties to safeguard and promote the welfare of children, young people under 18 years of age and adults at risk who are the recipients of its services and/or activities.</li> <li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li> <li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li> <li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li> </ul>
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li> <li>• You will be expected to work reasonable additional hours in line with the needs of the service</li> <li>• Ability to travel.</li> </ul>

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<b>Date reviewed:</b>	24 February 2026	
<b>Reviewed by:</b>	Yvonne Hobbs	
<b>Manager job title:</b>	Validation & Admin Support Manager	
<b>Checked HRBP</b>	Kate Wilkins	Date 04/03/2026