

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.

Job title:	Planning Support Officer	Location:	Coleford, Forest of Dean.
Job group:	Process & Internal Support	Peer group no:	PGC5
Reports to:	Senior Administration Support Officer	Working hours:	37
Business World Post number:	880000721	Line management responsibility:	No
		Direct Reports:	N/A
FTE Salary pro rata:	£25,224 – £27,294	Contract type:	Permanent
		Further detail:	N/A

Main purpose of this specific role:	• 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 • To register planning applications in a timely manner (to include checking plans and technical documents) • Dealing with fees, payments, receipts and refunds for the provision of services via telephone and email. • To assist other officers in the delivery of the service

Essential qualifications/skills/ experience specific to this role:	Qualifications • Qualifications equivalent to NVQ level 1 or GCSE in Maths and English Experience Essential • Understanding of the issues affecting Planning • Ability and/or aptitude to deal with professionals and the general public within a customer-oriented service Desirable • Experience of the issues affecting Planning • Experience of dealing with professionals and the general public within a customer-oriented service Skills • Good level of IT skills - MS Office and aptitude to learn new IT skills (experience of Uniform IT system useful) • Communicates effectively at all levels (good verbal and written skills) • Is customer focussed, responsive, and co-operative with customers • Excellent customer care skills that demonstrate tact, diplomacy and a clear understanding of the needs of the customer • Is proactive/self-motivated and flexible • Prioritises and meets tight deadlines • Works together with employees, colleagues and customers to resolve problems and implement change initiatives • Ability to maintain confidentiality in accordance with Data Protection • Ability to follow instructions and to question constructively, suggesting solutions to issues where appropriate

	Generic Job Profile:
Main Purpose:	The purpose of the role is: • To provide transactional services to support and assist the business function, process and service delivery • 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
Key Responsibilities:	1. Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed 2. Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures 3. Ensure all relevant customers and company information is captured and recorded accurately 4. Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required 5. Update and maintain internal data and records 6. Identify issues and escalate issues which may potentially impact service delivery 7. Undertake any other duties as reasonably required to do so
General Accountabilities:	• 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. • 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 • Work in compliance with the Codes of Conduct, Regulations and policies of Publica • To support the response to a major incident, including taking up a designated role within the emergency management framework
Essential Requirements, Qualifications, Skills and Abilities:	• Qualifications equivalent to NVQ level 1 or GCSE in Maths and English • Ability to establish and maintain good working relationships • Natural and engaging style of communication • Ability to apply good judgement and query issues where appropriate

Desirable Requirements Qualifications, Skills and Abilities:	• The ability to learn new skills and tasks • Competent in using a range of technology and software packages, including Microsoft and Google • Good written and verbal communication skills
Special Conditions:	• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business • You will be expected to work reasonable additional hours in line with the needs of the service • Ability to travel
Date reviewed:	12 May 2025
Reviewed by:	Susan Hughes/Yvonne Hobbs/Jenny Wells
Manager job title:	Business Manager/Validation & Admin Support Manager/HR Business Partner