

Planning and Building Control Technical Officer

Department of Environment, Food and Agriculture

Grade: AO / Pay Band 7

What will you do?

This role is part of the Customer Services & Technical Team within the Planning & Building Control Directorate, based in Murray House, Mount Havelock, Douglas, reporting to the Deputy Head of Technical Services and Customer Support and contributes to the functioning of the planning and building control service, including:

- dealing with enquiries at all customer levels and by all avenues of correspondence,
- receipt, assessment and validation of all planning and building control applications;
- assess, validate and process planning appeals;
- provide support to colleagues across the team and the Directorate, as and when may be required.
- Process accurate and complete planning and building control searches.

What does that involve?

You will:

1. Receive and validate planning and building control applications, ensuring validity and completeness in a timely manner, and prior to entry on the Uniform database. This includes;
 - Initial consideration for validation by way of reading and comprehension of content and supporting plans (in both paper and electronic copy). Establishing and collection of the correct fee, allocating application reference numbers, assessment of the proposal description for clarity and accuracy. Raising site notices and dispatching with application copies to other authorities, as may be appropriate.
 - Returning incomplete applications and/or requesting additional information by letter/telephone/email as appropriate. Processing refunds and scanning paper copy as may be necessary.
 - Processing applications by ensuring GDPR compliance, entry to the electronic management system, naming and redaction of documents.
 - Creating a weekly planning publication list and maintenance of the email contact lists.
 - Reporting alterations or amendments to the Isle of Man Government Address Gazetteer as and when required.
 - Inviting authority/consultee/constraint comment where appropriate
 - Processing amended or additional plans and requests to withdraw applications.
 - Administering Department, 'Called In' applications and processing planning appeals and their conveyance to the Cabinet Office.
2. Processing accurate and complete Planning and Building Control search requests for the benefit of advocates conducting property conveyances.

3. Dealing with enquiries at all customer levels, face to face at the Directorate's reception, over the telephone and in writing, requiring;
 - reliability and accuracy in money handling, including assisting in the daily cash up/counter balancing of receipts;
 - assessing, processing and distributing incoming/outgoing post, by paper and by email which includes redaction, where required, prior to information being published
4. Compile, update, and retain an accurate record of scanned files, arranging secure transfer to Public Records. Including responsibility for maintaining the record of all archived files retained at Public Records, quality checking scanned files.
5. Such other duties as may be allocated by the Deputy Head of Technical and Customer Support.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
5 GCSEs at Grade C (4) or above (including English Language or equivalent)	D	CV / Interview
Experience of having worked in an office environment	D	CV
Previous experience in dealing with members of the public and customers of all levels, in all mediums and including the ability to mediate when required	D	CV / Interview
Team Working	E	Interview
Is professional and credible	E	Interview
Capability		
Awareness of Isle of Man planning & building control function	D	CV / Interview
Experience of using IT in particular the suite of Microsoft Office applications, the internet	E	CV / Interview
Ability to read and understand scaled plans/drawings	D	CV / Interview
Accurate and efficient keyboard skills	D	CV / Interview
Effective written and oral communication skills	E	CV / Interview
An eye for detail and familiarity with Governance processes	E	CV / Interview
Professional outlook when dealing with stakeholders	E	Interview
Character		
Ability to work effectively as part of a team by	E	CV / Interview

	Essential or Desirable	Method of Assessment
developing and maintaining good working relationships with wide range of stakeholders		
Must be able to demonstrate resilience, work on own initiative with minimal supervision, prioritise work and meet tight deadlines	E	CV / Interview
Commitment to providing high quality, customer focussed services and assisting customers understanding of the processes involved	E	CV / Interview
Confident and able to work under pressure	E	Interview
Willingness to undertake duties and volunteer as may be required	E	Interview
Other requirements		
Isle of Man Worker	D	Application