**Job Capsule Supplementary Information: Planning Technician**

**This supplementary information for Planning Technician is for guidance and must be used in conjunction with the Job Capsule for**

**Job Family Environment Job Level 3, Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role Purpose:**

To ensure the provision of a responsive, high performing and high quality Development Management Service taking personal responsibility for validating, assessing and determining simple planning applications & appeals. Alongside this the post holder will work as part of a team of technical officers who are responsible for carrying out technical support tasks. This includes logging and directing correspondence received by the Council; responding to queries; logging planning applications, tree applications and enforcement cases; mailbox management; appeal administration; as well as other administrative tasks within the service as required.

**Example outcomes or objectives that this role will deliver:**

* carry out work that directly maintains and improves the quality of the physical environment of the borough and the lives of its residents
* the post-holder will take responsibility for effective negotiation, stakeholder involvement and conflict resolution to ensure high quality and innovative outcomes that reflect Council wide objectives and policies
* to take personal responsibility and lead on a varied range of development management case work including pre-application advice, and application processing
* to contribute innovatively to key digital projects and development of digital tools to improve efficiency in the planning process.
* to ensure all Development Management decisions comply with relevant legislation, statutory and other Council plans, policies and guidelines and that these decisions can be effectively defended in planning appeals as necessary
* to seek to ensure that all reports, correspondence, written and telephone enquiries are dealt with within target response times and that quality and content meet required standards
* to ensure that all logging of correspondence in relation to planning applications, appeals and enforcement investigations are dealt with in a timely manner
* to ensure that all correspondence and information made publicly available on the Council’s website complies with the department’s privacy statement and the GDPR
* to support colleagues within the technical team to deal with peaks in workload
* to ensure that customers receive excellent customer service

**Relationships:**

* Reports to the Planning Improvement and Support Manager (line manager), to PST managers on individual applications, and Appeals and Enforcement manager for appeals
* Partnership working with other services within the council, developers and applicants, residents/amenity groups and elected members

**Work Environment:**

Right now we are mainly working from home and will provide flexible working arrangements to suit your circumstances on an ongoing basis. You will be required to undertake external meetings and site visits once it is safe to do so. Willingness to work outside normal office hours on occasion is essential.

**Technical Knowledge and Experience:**

* Excellence in customer care and understanding of the role of local government in supporting residents through high quality services
* Some experience (can include work experience) of working within Development Management.
* Ability to communicate effectively, verbally, in person and in writing
* Ability to work within a team to deliver effective services
* Basic understanding of current and draft planning legislation at local, London regional and national levels.
* An interest in technology and data science (desirable)

**Scope for Career Development:**

* As part of this role there may be scope to undertake an apprenticeship through Camden’s apprenticeship levy in Town Planning with eligibility for Membership of the Royal Town Planning Institute

**Camden Way**

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the

way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the

transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit:

<https://lbcamden.sharepoint.com/sites/intranet/HR/Pages/The-Camden-Way-for-teams.aspx>