

Validation Officer

Role Profile

Service: Planning and Development
Band: 3
Reporting to: Validation Team Leader



TRAFFORD
COUNCIL

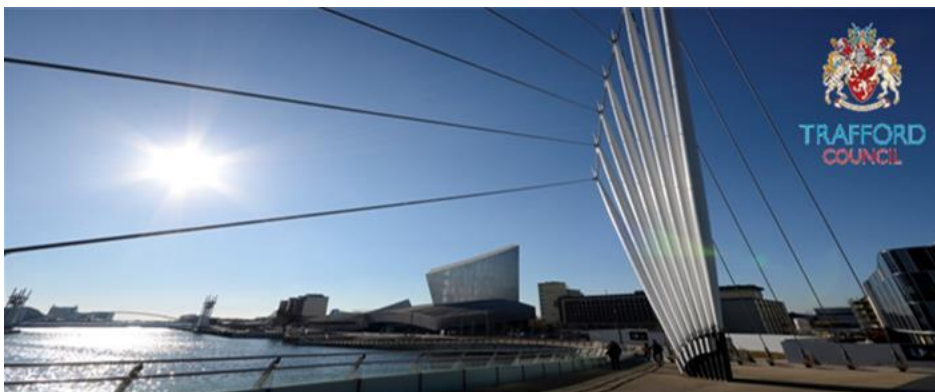
About Us

Trafford is a great place to live, work, learn and visit. We take pride in our strong, diverse communities, our cultural and sporting heritage and our position at the heart of the region's economic powerhouse.

Working with our partners in the public, private and third sectors, we have a Vision which sees us working together to reduce health inequalities, support residents out of poverty and address our climate crisis, highlighting our ambitions for our people, place and communities.

Our vision: Trafford – where all our residents, businesses and communities prosper

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

As a member of the planning Validation Team you will be responsible for the validation of planning applications. Delivering a high standard of customer service to clients, partners, officers and service users whilst striving to meet the aims, objectives and statutory targets required of the services providing frontline services to our businesses and residents.

Your Main Priorities

- You will provide general administrative and technical support to the Planning and Development Service within the Place Directorate and in particular the validation and processing of planning applications. Support the Team Leader to contribute to a continuous improvement in service delivery and promote and identify generic work practices within the Validation Team.
- Provide excellent customer service to internal staff, Elected Members and the general public

Key duties

- Process a wide range of planning applications efficiently and in accordance with council policy
- Check applications received electronically and in paper format for validity, seeking guidance where appropriate, and correspond with applicants where necessary
- Receive and, where applicable, respond to customer enquiries, whether face-to-face, by telephone or letter/email. Where the enquiries are forwarded on, to monitor progress and ensure responses are sent in a timely fashion
- Process all types of planning applications, dispatch consultations and notifications, maintain computerised and public About the Role access records in preparation for inclusion on the website and other relevant matters relating to processing of planning applications

- Liaise with external bodies such as the National Planning Portal, Accredited Agents & the Environment Agency
- Carry out duties ensuring that agreed service and performance targets are met
- Identify, analyse and resolve data and / or systems errors, and determine and apply the correct solutions promptly
- Undertake other general office duties as and when required
- Comply with all Council policies, procedures, professional practices and relevant regulation and legislation
- The post holder may be subject to rotation of posts on the same pay band

About You

Qualifications and Professional Development

- Relevant qualification equivalent to NVQ Level 3 or equivalent experience

Experience and Knowledge

- Experience of working in a team and achieving collective goals
- Experience of quickly analysing problems and finding appropriate solutions
- Experience of demonstrating, guiding or advising on standard procedures and processes
- Experience of dealing with correspondence
- Working knowledge of Microsoft Office packages, including Word, Excel and Outlook

Skills and abilities

- Understanding of customer care approach and relate standards
- Customer Service

- Good written and oral communication skills
- Tact and diplomacy
- ICT and numeracy skills
- Team Working
- Data collection and use of management systems
- Analytical and problem solving

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Prepared/revised by: MH

Job Evaluation:

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.