

JOB DESCRIPTION



Post title: Senior Planning Administration Officer
Directorate: Spatial Planning
Service: Development Management
Grade: 4/5

Main Purposes of the Post:

To lead and co-ordinate the delivery of high-quality technical and administrative support across the Development Management function. This role oversees the co-ordination of all planning-related administrative enquiries, ensures effective workflow management, excellent customer service, and the continuous improvement of administrative processes that support the planning service.

Duties and Responsibilities:

1. Line management responsibility for the Planning Administration Officers including their day-to-day management, and responsibility for well-being, health and safety issues, regular appraisals and assessment of training needs and recruitment.
2. Ensure the effective and efficient delivery of technical and administrative processes relating to planning applications and enforcement cases, and their associated procedures, in support of the planning team. Oversee the validation of planning applications, managing statutory and non-statutory consultation processes, notifications, and decision notices.
3. Co-ordinate a proactive 'first stop' customer service approach for planning-related enquiries across phone, email, and face-to-face interactions. Ensure team members are well-equipped to handle queries accurately and with professionalism, escalating complex matters appropriately. Promote excellent customer service standards throughout the service.
4. Provide and oversee administrative support to Planning Officers on case-specific tasks relating to planning applications or enforcement cases. This will include ensuring the Planning Administration team are assisting with effective communication, liaison, document management and record keeping.
5. To support quality control and high quality performance of the planning service. Working with colleagues driving continuous improvement through monitoring and reporting on, in particular:
 - workloads and decision times of applications and enforcement
 - planning appeals
 - affordable housing delivery
 - Section 106 agreements

6. Oversee the Development Management administration systems and database. Work with business improvement colleagues to manage and develop the database to improve and maximise functionality and automation and integration of processes. Act as the lead on continuous improvement for e-delivery within the Development Management service.
7. Collaborate with the Communications Team to proactively promote the positive work of the planning service through digital channels, including updating and maintaining website content and social media updates and news stories. Ensure planning information online is accurate, user-friendly and accessible.
8. Prepare agendas, collate reports, and take accurate minutes for planning-related committees and panels, including:
 - Development Management Committee
 - Planning & Sustainable Working Panel
 - Local Plan Steering Group
 - Joint Advisory Committee on Housing, and other planning related meetings as required
9. Responsibility for compiling, managing and reporting on a range of datasets critical to monitoring planning performance, including:
 - Quarterly performance statistics
 - Weekly Lists
 - Planning application and enforcement database
 - Local Plan monitoring and databases
 - Planning related GIS datasets
 - Customer Satisfaction surveys
 - Monitoring s106 legal agreements & contributions
10. To provide support to the Planning team to include:
 - Managing statutory registers
 - Managing Freedom of Information requests
 - Maintaining records, files and systems
 - Providing technical and administrative support in respect of all planning and enforcement appeals
11. To work safely, ensuring all safety procedures and other controls identified by risk assessment are complied with and incidents reported promptly and appropriately.
12. To be responsible for the day-to-day operational safety management of team members and others working with or for the Authority in accordance with the Health & Safety Policy.

For progression to Grade 5, additional duties and responsibilities will include:

13. To manage and develop the Development Management administration database, ensuring data integrity, compliance with data protection, and an effective digital service delivery. Taking the lead on projects to improve system functionality, including upgrades, integrations, and process automation initiatives.
14. Develop knowledge and understanding of planning legislation to be able to advise applicants and the public on specific planning applications, enforcement cases, and support the planning service by providing more general planning policy advice.

This job description outlines the current duties required for this post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility.

May 2025

Team Structure – Development Management

