

## A Day in the Life.....

### Business Support Officer (Planning Services)

Planning is a key service for the Council and provides a range of functions that support the development of housing and industry across the district. The team's work includes:

- Processing of planning applications for new developments or changes to existing properties across all parts of Kirklees
- Providing consent for work to be undertaken on listed buildings
- Undertaking enforcement action where unauthorised development has occurred
- Dealing with applications for major developments and minerals extraction from sites around the district
- Assessing the impact of new developments on the highway network

This post will also play a key part in supporting the development and implementation of required IT software upgrades to APAS, Anite plus others. You will be heavily involved in testing systems functionality as well as providing and facilitating training of the new systems across the team so a high level of IT knowledge and confidence will be key.

In addition you will need experience in performing demonstrations and presentations on system and software use to promote team understanding and collate collective feedback for use in liaising with software developers and partners.

You will interact with a wide range of people in the course of your role, including the general public, planning agents, applicants, external organisations and councillors.

Excellent interpersonal and customer care skills are essential, as is the ability to understand and interpret complex procedures and legislation. You will work closely with Planning Officers and other members of the team to ensure that all applications meet the relevant legal and procedural requirements.

The role requires somebody who is self-motivated, flexible and pro-active and who is able to juggle different areas of work. In addition you will need to be able to demonstrate a strong attention to detail and to be able to work in a thorough and consistent manner. A willingness and ability to make a contribution to service improvement is also important.

Typical daily tasks include:

- Checking all parts of a new planning application for completeness, ensuring that all supporting documents and plans have been provided
- Supervisory responsibilities of staff members located across the Planning team, including supporting staff and their wellbeing, monitoring performance and work quality.
- Speaking to applicants and planning agents and other people who may have queries about the planning process or if they have not provide all the necessary information
- Ensuring that all relevant details of planning applications are entered and stored on Apas, our document management system. You will also transfer the application and all relevant documents on to the database software called Anite
- Working with colleagues to ensure that processing times for the validation of applications are met