

# Technical Support Officer

Service	Reporting to	Location	Grade
Planning and Building Control	Technical Support Manager	Salford Civic Centre/Hybrid working arrangements	2C

## About the role

- As a Technical Support Officer in the Planning and Building Control Team you will provide an excellent quality, reliable and professional administrative support service to customers, partners and the wider teams.
- You will receive, process and validate planning and building control applications in an accurate and expedient manner with particular attention to detail. You will also help to administer appeals submitted in relation to planning applications.
- You will organise your own workload, manage conflicting priorities and be flexible to meet the needs of the team.
- You will undertake a wide range of administrative duties and display a commitment to excellent customer care.
- You will show initiative and be able to respond to unanticipated problems, meeting deadlines and making a valuable contribution to overall performance standards.
- Experience of using a wide range of computer packages will be necessary

## Key outcomes

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- Provide a professional, reliable and expedient validation experience to service users, partners and colleagues
- Demonstrate the skills to communicate at all levels, be well organised and efficient and have an enthusiastic approach and positive attitude to team working
- Contribute to service standards and the continuous improvement and development of the planning and building control service
- Ensure that deadlines and performance standards are met in a timely manner

## What we need from you

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- Proven technical skills and ability in the role with a record of accomplishment for delivering outcomes
- Professional credibility through proven relevant experience
- Models and demonstrates our values and behaviours
- Experience of working in a busy, multi disciplined team environment and achieving collective goals
- A positive attitude to team working, customer care and service delivery
- Excellent communication skills, attention to detail and pride in the work produced
- Excellent ICT skills

## What we can offer you

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Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

### Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

### Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

## A digital organisation

### Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea website](#).

### Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

## Our organisation's values

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**We have four values: Pride, Passion, People, Personal responsibility.**

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

## Our values



**Pride**

**Passion**

**People**

**Personal responsibility**

## Application guidance

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We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

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Salford City Council

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### Role details

Completed by: Liz Taylor

Date: 10<sup>th</sup> December 2024

Job code:

Job score:

Date of evaluation:

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