Ambitious Stockport, creating opportunities *for everyone*

Thinking Stockport

Achieving as a Team

Working with Ambition

Showing everyone Respect

Job Profile and Working for Stockport

Our Council

Join us at Stockport Council – MJ Local Authority of the Year 2025

Our employees are our **greatest asset**. We're proud of the way we provide vital frontline services every day and work together, as **one team.**

Our 4 **core values** as shown above, run through everything that we do, and we aim to stay **true** to them regardless of the challenges that we may face.

To **support** our values, we have policies, guidance and procedures around health, safety and welfare, customer care, emergency planning and security that all our **colleagues** are adhering and working to.

We also **pride** ourselves on our commitment to wellbeing and inclusivity of our colleagues and residents.

You can find out more about working for Stockport Council and some of the benefits that we offer our employees at https://greater.jobs/locations/stockport/



STOCKPORT METROPOLITAN BOROUGH COUNCIL

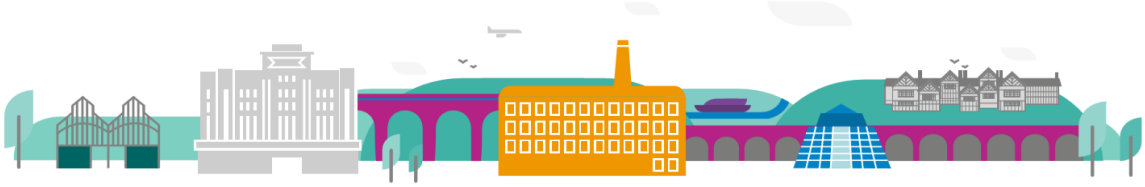
Greater Manchester Guaranteed Assessment Scheme

GREATER MANCHESTER GOOD EMPLOYMENT CHARTER

We are a Living Wage Employer

disability confident EMPLOYER

ARMED FORCES COVENANT



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About the Job

Role:	Business Support Officer – Planning & Building Control
Service Area:	Development Management
Directorate:	Services to Place
Salary Grade:	Scale 4

Main Purpose of the Job

To provide consistent, accurate and timely administrative support to the Planning and Building Control services. The role focuses on data processing, document handling, customer contact and the application of established administrative procedures that support statutory planning and building control functions. The postholder will work within clearly defined processes and guidelines. The duties and responsibilities listed are not exhaustive and represent the main elements of the role.

Key Responsibilities

Application and Data Administration

- Register new applications accurately on relevant case management systems in line with standardised procedures.
- Maintain accurate and up-to-date application and case records, including document uploads using agreed naming and filing conventions.
- Produce standard system reports to support statutory and service requirements.

Document and Information Handling

- Printing, upload, scan and retrieve case documentation, including historic and hard-copy records where required.
- Process incoming and outgoing post, including opening, sorting, distributing and preparing documents for scanning, uploading or onward action in line with standardised procedures
- Carry out routine document redaction in line with data protection and publication requirements.

Customer Contact and Communication

- Respond to standard customer enquiries by telephone and email, providing clear, accurate information within defined guidelines.
- Issue system-generated and standard correspondence.
- Provide face-to-face customer support where required, in line with agreed service procedures

Ways of Working

- Work consistently within standardised Planning and Building Control processes, service standards and statutory timeframes.
- Comply with information governance, data protection, health and safety and confidentiality requirements.
- Contribute positively to a customer-focused, inclusive and collaborative working environment
- Provide task-specific support to new team members, as directed, to help embed and understand standardised administrative processes
- Be flexible in approach to business needs to support team during periods of high demand or staff absence.

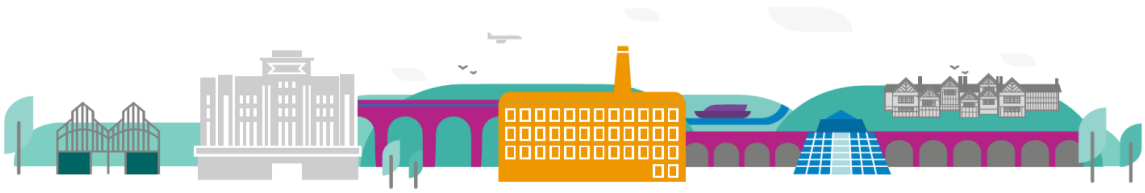
- To work positively and inclusively with colleagues and customers so that the Council provides a workplace to deliver a service that does not discriminate against people on the grounds of their age, disability, gender reassignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex, or sexual orientation.
- To fulfil personal requirements, where appropriate, with regards to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

Additional Information

The responsibilities set out in this document, in the advert and any additional information are intended to provide a flavour of the work you will carry out. It is not possible to include everything you will be asked to undertake, and we expect all colleagues to work flexibly according to business needs and to enhance your own development. Your skills, abilities and training needs will be taken into account and discussed with you when any significant changes to your role are needed. In line with our flexible approach, you may be required to work from home for a proportion of your time or from any of the Council's sites across the borough. The Council is an inclusive employer and holds the Disability Confident and Armed Forces Covenant accreditations. If you have a disability, we will support you by implementing reasonable adjustments to enable you to perform your role.

About You

Please use your application to tell us how well you meet the criteria listed below as these are the key skills, experience, technical expertise and qualifications needed to be successful in the role. We will then use all the information you provide in your application to help us decide



whether you are shortlisted for interview. Any interview questions or additional assessments such as tests or presentations may also be broadly based on these criteria:

- Working to the Council's values and behaviours by:
  - Keeping the people of **Stockport** at the heart of what we do
  - Succeeding as a **team**, collaborating with colleagues and partners
  - Driving things forward with **ambition**, creativity and confidence
  - Showing value and **respect** to our colleagues, partners and customers.

- You are well organised and able to work accurately in a busy administrative environment, following standardised procedures and paying close attention to detail.
- You have a positive approach to customer service and are confident dealing with customers by telephone, email and face-to-face, providing clear information and appropriate signposting.
- You are comfortable using digital systems to input, update and maintain records and documentation in line with agreed processes.
- You understand the importance of confidentiality, data protection and information governance when handling customer and service information.
- You are able to manage your own workload effectively, meeting service standards and timescales.
- You work well as part of a team and are willing to support to new team members when requested.
- You are reliable and professional in your approach to work and contribute positively to a customer-focused working environment.