



Your job

Job Title: Senior Technical Support Officer

Service: Planning and Regeneration

Grade: G5

Reporting to: Development Management / Building Control Leads

The Development Management and Building Control services play a key role in supporting the delivery of sustainable growth across Wigan, helping to realise the aspirations and objectives set out in the adopted Local Plan. This includes enabling the delivery of housing, commercial and employment development, ensuring new development meets Building Regulations and delivers safe, high-quality buildings, and protecting and enhancing the Borough's built, historic and natural environments, reinforcing Wigan's position as an attractive and competitive location for investment and future growth.

You will be part of either the Development Management or Building Control teams, reporting to the relevant Team Lead within the wider Planning and Regeneration Division. The Development Management and Building Control service is a high-volume, fast-paced environment, collectively managing approximately 1,500 planning applications and 600 Building Control cases each year, alongside a range of other statutory and regulatory responsibilities.

Your role will involve supporting the determination of Planning and Building Control applications by providing essential technical and administrative assistance. This includes validating applications for Planning Permission, applications under Listed Building legislation, works to trees, and Building Control applications, alongside calculating the appropriate fees for submissions and coordinating requests for Building Control site inspections. Whilst primarily aligned to either Development Management

or Building Control, you may also be required to provide support across the wider service to meet operational priorities.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, and then on an on-going basis, you will:

- Familiarise yourself with the departmental policies, procedures and ambition for continuous improvement , particularly all the procedures and criteria for checking and validating an application for Planning and Building Control approval, the scale of fee charges and the formula for calculation of fees.
- Provide effective mentoring and guidance to the Technical Support officers to develop, exploit, manage and operate the department's operating systems particularly IDOX, CIVICA to ensure a smooth workflow that takes the best advantage of digital technology.
- Make effective links with cases officers, applicants and agents, consultees, residents and businesses and key teams across the Council e.g. Legal and Democratic Services, in respect of providing a support service to the determination of applications and dealing with land Charge Searches. In addition, work with Finance in respect of Building Control fees and charges.
- Validate applications that are submitted for development proposals, including highly complex major planning applications accompanied by extensive packages of supporting information, carrying out the necessary consultation with statutory consultees and carry out consultation in accordance with Departmental procedures having regard to performance targets and the requirements of legislation. Furthermore, you will deal with Building Control Initial Notices.

- Ensure that enquiries in respect of applications, discharge of planning conditions, Planning Appeals, concerns about buildings open to access or dangerous structures and carrying out remedial work if instructed are appropriately dealt with recorded on Departmental systems. The system should also record the action taken on behalf of the service to recover costs.
- Support the Technical Support Lead in servicing Planning Committee, including attending Planning Committee or Public Inquiry in a support capacity, when required, in addition to handling the process for applicants, their representatives and third parties wishing to speak.
- Manage the Planning Appeal process, liaising with the Planning Inspectorate, appellants and the Council's and the Council's case officer as required and ensuring that externally set deadlines are recognised and adhered to.
- Provide the first point of contact for customers wishing to access the service, including dealing with more complex technical questions in respect of submitting an application for Building Control or Planning Permission.
- Work with the Technical Support Lead to undertake the strategic development of all aspects of the implementation of support systems to contribute to the development and implementation of continuous Service Improvement.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need:

You must be able to demonstrate the following essential requirements:

- At least 5 GCSE'S (or equivalent).
- Experience in dealing with business systems and the application of these to support the delivery of an effective planning or building control service.
- Experience and knowledge of the operation of the Town and Country Planning system (including issues that relate to highly complex major planning applications), the Building Control process and the Land Charges search process or a willingness and motivation to learn the appropriate technical procedures.

- Experience and knowledge of the key technical components of Planning and Building Control, specifically what constitutes a validate application under the consent regimes and an ability to calculate fees.
- Experience of achieving good outcomes through the management, supervision and / or mentoring of staff.
- Experience of problem solving in a planning and development context, using knowledge the statutory regulations and procedures that support both regimes.
- Excellent communication skills, in written, spoken, graphic and multi-media forms, including the ability to explain these issues to colleagues and the general public.
- The ability to work well in partnership and collaboratively with other disciplines, both within and outside the council, particularly an ability to assist the general public and developers and their agents' interface with Wigan Council's systems.
- An appreciation of and respect for the political dimensions in planning and local government and the critical involvement of colleague departments in these processes and experience of managing these in the context of development proposals.
- An ability to manage a heavy workload under pressure and meet competing deadlines, self-organised and able to work well alone and make decisions on complex tasks with minimum supervision.

Our Culture

For us, it is not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	“ Take pride in all that you do and support and develop yourself and others. ”
Be Accountable	“ Be responsible for making things better, enabling change and supporting improvement. ”
Be Courageous	“ Be open to doing things differently and working collaboratively with others. ”
Be Kind	“ Be helpful, generous and thoughtful towards yourself and others. ”