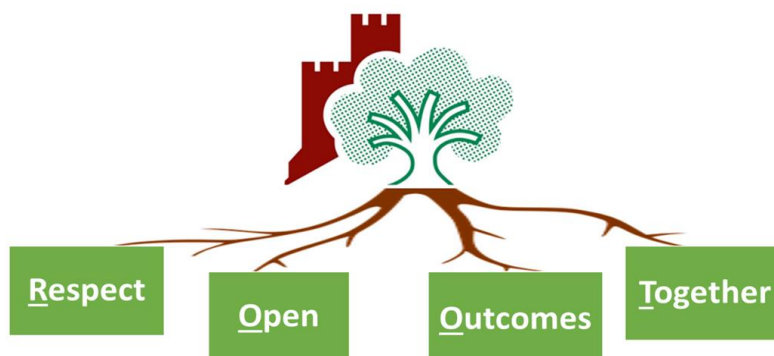


JOB DESCRIPTION



DIRECTORATE	Communities and Governance
SERVICE	Planning Development Management
POST NUMBER	TBC
POST TITLE	Planning Business Support Officer
POST GRADE	Local Salary Scale S4
CONDITIONS OF SERVICE	National Joint Council (NJC) for Local Government Services as amended locally
RESPONSIBLE TO	Business Support and Land Charges Team Leader
RESPONSIBLE FOR	No supervisory responsibility.
JOB PURPOSE	<p>Under the supervision of the Business Support and Land Charges Team Leader to provide efficient and cost-effective support for the Planning Service:</p> <ul style="list-style-type: none"> ▪ Registering and validating applications relating to planning and building regulations ▪ Planning appeals ▪ Planning enforcement ▪ Informal enquiries ▪ Local land charges ▪ Providing administrative support to Planning officers

RDC Values and Target Operating Model Principles



- **Efficient and effective** (systems and resources evidencing Value for Money; Return on Investment – a commercial mindset)
- **Empowering** (timely decisions at the right level – proportionate governance)
- **Focused on customer outcomes and early intervention** (evidence-led decision making and resource allocation)
- **A Community Leader** (influencing stakeholders, driving delivery with partners)

MAIN AREAS OF WORK	
1	Undertake all administration in relation to planning applications utilising the Planning IT system, including registering planning applications; informing

	local residents/businesses; and undertake the validation of planning applications, to make sure that all of the correct information is provided to allow the Planning officers to enable them to assess the application. (Fully trained officers will be expected to validate the larger and most complex applications.)
2	Provide administrative support for planning appeals - interacting with all parties including the Planning Inspectorate, arranging venues, website, recording and distributing of decision
3	Provide administrative support to the Enforcement team including registering and acknowledging enforcement complaints
4	Undertake administrative duties within the Land Charge Service including registration of new LC searches and recording information provided by ES Building Control Partnership and East Sussex County Council.
5	Respond to general enquiries and managing responses to complaints (complexity will depend on experience)
6	Provide support to the Business Support and Land Charges Team Leader in accordance with any appropriate service manuals and service plan performance indicators.
7	Assist with the cleansing of data in preparation for the migration of the local land charges register to HM Land Registry
8	Provide administrative support to Planning officers in relation to planning applications, conditions and appeals.
9	Co-operate with managers in implementing the Council's Health and Safety Policy. The responsibilities of members of staff in respect of this are set out in the Council's Health and Safety Manual.
10	Undertakes any other duties for which the postholder is competent and which the Director of Services considers necessary for the effective and efficient delivery of the Planning Service.

Note: The type and complexity of the work will depend on training and experience.

RDC Value	Behaviour	Description
Respect	Professional	Maintaining high standards – in line with professional/regulatory requirements and Nolan principles*
	Value others	Ensures that people are given opportunity to contribute, appreciate and acknowledge that contribution
	Empowering	Enabling and encouraging people to influence and make decisions
Open	Trusting	Rely on and put confidence in others to do as they say
	Listening	Makes time to hear what people are saying, checks understanding
	Feeding back	Sharing observations and perception to improve understanding and performance
Outcomes	Responsible	Being accountable and reliable, doing what you have said you will do
	Innovative	Creating and trying new ways of doing things
	Prioritises	Organise, clarify what is most important and focus on that
Together	Communicates	Shares information in an accessible and timely way with people who need to know
	Collaborates	Cooperates, identifies, and brings in people to work together
	Relationship focus	Taking time to build connections and get to know other people

PERSON SPECIFICATION



Post Title	Planning Business Support Officer	
Directorate	Communities and Governance	
Service	Planning Development Management	
Grade	Local Salary Scale S4	
	Essential	Desirable
Qualifications		
Minimum five GCSEs at grade C including English Language and Maths or equivalent	X	
To A level or NVQ in related field		X
Experience		
Previous experience within Planning and/or Local Land Charges environment		X
Practical experience of Information Technology	X	
Working with internal and external customers	X	
Skills and Abilities		
Ability to work as part of a team	X	
Ability to work to performance targets	X	
Ability to produce consistently accurate work	X	
Good skills in the use of IT including GIS	X	
Good communication skills/customer care	X	
Organisational and time management skills	X	
Training		
Planning software, including GIS, document management system - Provided	X	
GGP Graphic information System - Provided	X	
ECDL or equivalent		X
Knowledge		
Knowledge of procedures within Planning and/or Local Land Charges		X
Knowledge of geographic area of Rother DC		X
Familiarity with working to performance targets	X	

May 2026