**Manchester City Council**

**Role Profile**

**Technician, Grade 4**

**Planning, Licensing & Building Control, Directorate for Growth and Neighbourhoods**

**Reports to: Technical Support Lead**

**Key Role Descriptors:**

This role will support the development management and development compliance functions of the City Council as the Local Planning Authority.

The role holder will provide key technical and administrative support as required for effective service delivery.

**Key Role Accountabilities:**

**Provide effective support to Planning staff in the handling of planning applications, projects and appeals against decisions taken by the Council as local planning authority.**

**To provide general administrative support to other team members, including registering planning applications and associated work, filing, photocopying, proof-reading and arranging meetings, preparation and reproduction of maps and other plans in connection with the work of the service and utilisation of IT.**

Assist in the effective handling of planning related matters, including straightforward investigations, research work and complaint handling.

**Assist with the provision of information for local land charges and personal searches and for consultations on licensing applications.**

**Application and use of IT systems to ensure effective service provision.**

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

* **Communication skills**: Good literacy and numeracy skills to undertake calculations and produce estimates, letters, reports and other documentation. Ability to communicate clearly, concisely, accurately and in ways that promote understanding
* **Analytical skills**: Ability to absorb, understand and quickly assimilate straightforward information and concepts and compare information from a number of different sources.
* **Planning and organising**: Provides work on time and to the required standard and is capable of prioritising own workload in order to meet deadlines.
* **Problem solving and decision making**: Ability to interpret basic legislation and guidelines in order to resolves queries. Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.
* **ICT skills**: Ability to use multiple applications, systems and software packages. Ability to set up and maintain effective systems to manage and retrieve information.
* **Administrative skills**: Good level of literacy and numeracy skills to undertake calculations and produce letters, e-mails and other documentation.

**Technical requirements (Role Specific)**

* None