

Wirral Council: Job Role Descriptor

Job Role:	Technical Clerk
Service:	Building Control
Reports to:	Principal Admin Officer
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	BUS
Job Family:	Business Support
Grade:	Band D

JOB ROLE PURPOSE

Provide administrative support in connection with the registration and processing of applications and handling customer enquiries, information flow from customer to back office.

KEY TASKS

1. Assist in the registration and processing of current notifications and applications under associated and relevant legislation in accordance with statutory procedure and internal control documents.
2. Input all relevant information given on application forms to produce application files and input all information on to the computer system. Research the history of the property/development to provide all relevant information to officers. Check documents and data and gather and provide relevant information from files, maps and any other recorded sources.
3. Produce all necessary letters and documents involved in the administrative processes for these service areas, including those relating to outstanding fees and fee refunds.
4. Prepare formal responses to Land Charges searches within agreed time limits and ensure that the relevant information is accurately recorded within the electronic registers.
5. Administer efficient, skilled and knowledgeable customer advice and technical support to service users, including elected Members and the public on building regulations, planning and land charges matters including technical, administrative and procedural issues, providing high quality front line customer care support over the telephone, electronically and in person.
6. Take payments and to generate invoices for the collection of charges, responsible for the receipting/processing of cash/cheques and chip and pin payments for services as appropriate, ensuring codes are entered correctly, all in accordance with Council policies relating to financial regulations.

7. Interrogate the Council's CRM system and extract information as to arrange professional officers appointments for customer site inspections etc.
8. Extract files from the filing system for both current and historical cases and in connection with enquiries that may lead to an application or action by the authority. Link correspondence to files and assist with the preparation of application files.
9. Deal with incoming and outgoing post, carry out photocopying, digital scanning duties, maintaining of an efficient archiving and filing system and other routine clerical tasks as required.
10. Responsible for the carrying out of property history enquiries i.e copies of decision notices, where appropriate, advise the client of any costs involved in accordance with the scale of charges and ensure that the appropriate payment is made.
11. Assist in the promotion, marketing and provision of customer care initiatives, so that the Technical Support unit is customer focused and committed, within an increasingly competitive market.

KEY RESPONSIBILITIES

People

Support the democratic and decision making processes in relation to planning, building regulations and land charges related matters, providing professional advice and support to Elected Members, Chief Officers and others, where appropriate.

Assist in ensuring effective external and internal working relationships are established and maintained with organisations and agencies relevant to the work of the services.

Work as an integrated and flexible member of the Technical Support unit having the ability to contribute to productive and efficient team working.

Assist in the day-to-day training, supervision and guidance of less experienced staff.

Financial

No specific responsibilities for budget setting/monitoring and management.

Responsible for the handling and processing of financial transactions in relation to the receipting of payments for applications etc, submitted to the Council for building control, planning and land charges related matters.

Strategic

Support the Principal Admin Officer in delivering an efficient and effective technical support service to the professional teams, within these three service areas, so as to ensure that the Council is able to meet its statutory obligations.

Actively support the development and effective delivery of the service to fulfil the Council's corporate vision, values and priorities, to serve our residents and improve our organisation in order to become an outstanding Council.

Assist in implementing the effective integration of new processes across the services.

Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.

Resources

Ensure manual and computerised records are updated in an accurate and timely manner, and that statistical data relevant to statutory returns etc, are written up and reported in an appropriate manner.

Ensure that all client financial and personal data is protected and is handled appropriately, adhering to the Information Governance Management guidelines and Records Management policies and procedures for the safe and secure transfer of data into the Wirral Archive Facility.

Update all manual and electronic office systems, datasets, registers etc as required and in accordance with procedures set out in the procedural guidance manuals, including the use of computer based systems.

Planning and Organising

Plan and prioritise own work activities, being flexible to respond to Line Manager's requirements, to meet the demands put on the service by tight statutory timescales and set service standards and to ensure that operational efficiency and continuity is maintained.

Work efficiently and effectively in dealing with the processing of applications, research on applications, emails and all other correspondence together with responding to calls from demanding customers and their expectations of the service, who all require to be dealt with professionally whilst remaining customer focused.

Able to respond to tight deadlines & with minimum supervision.

Decision Making

Required to work largely independently and takes responsibility for the operational decisions on own workload to meet set deadlines and within recognised procedures, which leave's some room for initiative and creativity.

Deals independently with unexpected problems and situations but refer serious problems to line manager and seeks their advice on policy and resource issues.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Knowledge & Skills:

- Skills demonstrating a good standard of numeracy, literacy and accuracy.
- Good general and extensive administration/office experience applicable to the range of duties required of the post.
- Excellent communication skills, including the ability to deal with members of the public in person and on the telephone.
- Ability to work effectively with individuals, teams, customers, partners and staff, understanding the functions and needs of the service and the organisation as a whole.
- Excellent customer service skills to focus on customer satisfaction and delivery of a quality service.
- Ability to organise, prioritise and generally manage own workload in line with service demands.
- Ability to read, measure and understand drawings/plans.

Experience:

- Experience of using bespoke computer systems

Desirable Criteria

Knowledge & Skills:

Knowledge of building terminology.

Experience:

- Experienced in working within a local authority environment.
- Experience of working to service standards and targets.
- Experience of estimating and negotiating.

ADDITIONAL WORK ELEMENTS

None.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service

Date

David Ball, Head of Regeneration & Planning

23rd February 2015