



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Operations Officer
<b>GRADE:</b>	SCALE 6
<b>POST NO:</b>	Various
<b>JOB TIER:</b>	5 (non-management)
<b>DBS CHECK:</b>	N/A
<b>GROUP:</b>	Central Services
<b>SERVICE:</b>	Planning, Regeneration and Environment

### REPORTING STRUCTURE

<b>Reports to:</b>	Operations Co-Ordinator
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None

### ROLE PURPOSE:

The postholder will effectively contribute to the provision of technical business and administrative functions which provide operational support to the Planning, Building Control and Land Charges services.

To provide a comprehensive, adaptable and responsive service, supporting industry professionals in promoting place shaping and securing high quality and safe developments across the borough.

To effectively contribute to the Council's vision of 'Putting Residents First', ensuring that all work undertaken adds value and supports the Council's ambition statement.

# A. Job Description

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## 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

## 2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

## 3. Operational Service Delivery

- Contribute to the effective day-to-day delivery of all administrative processes in relation to Planning, Building Control and Land Charges.
- Act as the first point of contact for planning and building control applications, local land charge searches, signposting to appropriate information and encouraging a self-service approach where applicable.
- Assist with incoming queries across all generic mailboxes, ensuring timely responses to customers and escalation to management where appropriate.
- Registration of all planning submissions and building control applications, made via the Planning Portal, by email and by post.
- Scan and/or upload any additional information received during the processing of planning submissions and Building Control applications.
- Undertake searches of the Local Land Charges Register, providing the relevant documentation in a timely manner.
- Maintain and update the document management system to ensure accurate and timely information is readily available, supporting effective case management.
- Provide administrative support for statutory consultations, adhering to strict timescales and liaising with professional officers where necessary.
- Maintain knowledge of legislative changes which have a direct impact on service delivery for Planning submissions, Building Control applications and searches of the Local Land Charges register.
- Comply with Council Data Protection Policies, the Data Protection Act and other relevant legislation.

#### **4. Service Planning & Development**

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

#### **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost-effective changes to own way of working.
- Ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.

#### **6. Service Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers.
- Assist with systems testing and the trialling of new processes, giving constructive feedback to support process improvements.
- Support the development and documentation of new processes and revisions of existing processes.

#### **7. Contacts**

- **Internal:** Senior managers, staff, and colleagues across the directorate and wider Council services where appropriate.
- **External:** Members of the public, other Local Authorities, private organisations and contractors.

#### **8. Additional Responsibilities**

- Active participation in service-wide meetings, training opportunities and/or other group activities as required.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

#### **9. Key Performance Indicators**

- Delivery against any agreed Team Plan, Service Level Agreement targets and statutory targets.
- Delivery of agreed personal objectives.

## B. Person Specification

### Operations Officer

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This person specification will be used for recruitment to the **Operations Officer** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

<b>1. QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Minimum 5 GCSE level (grade C or 4 and above) including Maths and English or equivalent practical knowledge and experience.	✓	
Continuous Professional Development.	✓	
<b>2. STATUTORY or ROLE SPECIFIC REQUIREMENTS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Ability to work flexibly as required, to meet the needs of the service.	✓	
<b>3. EXPERIENCE</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience of working in a multi-disciplinary team, responding to competing service demands.	✓	
Experience of working in a fast-paced customer facing environment.	✓	
Experience of prioritising high volumes of work effectively and accurately and dealing with routine matters on own initiative within deadlines.	✓	
Experience of effectively organising and managing own workload under minimal supervision.	✓	
Experience in the use of computer databases and other office software, such as Word, Excel, Outlook etc. with a thorough working knowledge of software and document management systems.	✓	
Experience of maintaining record keeping systems with a high level of attention to detail.	✓	
Experience of building good working relationships with internal and external stakeholders.	✓	
<b>4. KNOWLEDGE &amp; SKILLS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Ability to develop service specific knowledge across Planning, Building Control and Land Charges.	✓	
Ability to keep up to date with service specific legislation.	✓	
Ability to adapt to new processes to optimise efficiencies in working practices.	✓	
Effective communication skills, both orally and in writing, with a wide range of individuals.	✓	
Ability to adapt to changing priorities and deadlines.	✓	
Ability to work independently and as an effective team member using own initiative.	✓	
Ability to deal sensitively with members of the public in a variety of situations, some of which could be challenging.	✓	
Effective negotiation and influencing skills with the ability to resolve issues of concern and the ability to identify matters for escalation where appropriate.	✓	

5. COMPETENCIES	ESSENTIAL	
<p><b>Respectful</b></p> <p>Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming and helpful.</p> <p>Treats all customers and colleagues with dignity and respect according to their individual needs.</p> <p>Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs.</p> <p>Demonstrates active listening skills, shows compassion and takes ownership.</p>	✓	
<p><b>Collaborative</b></p> <p>Adopts a 'One Council' approach to service delivery.</p> <p>Works towards Council's vision and priorities. Actively listens and contributes to team meetings and decisions.</p> <p>Actively participates in learning activities and applies new knowledge and skills in the workplace.</p>	✓	
<p><b>Efficient</b></p> <p>Gives clear information about service standards and timescales.</p> <p>Plans, prioritise &amp; organises workload to meet deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).</p> <p>Solution focused, challenges existing practices and suggests new ways of doing things.</p>	✓	
<p><b>Shows Integrity</b></p> <p>Aware of Local Government purpose.</p> <p>Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.</p>	✓	
<p><b>Open &amp; Honest</b></p> <p>Willing to try new things, accepts responsibility and learns from own mistakes.</p> <p>Remains positive and engages with change and service improvement.</p> <p>Remains open-minded to new ideas.</p> <p>To be open and honest.</p>	✓	