

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

SECTION A: Role Profile

Post Title	Administration Officer (Systems and Performance)	Post No	ST16
Directorate	Economy and Infrastructure		
Division	Planning, Design & Engagement Services		
Band and Salary	Band C £24,702 to £27,334 per annum. Incremental progression is subject to performance.		
Responsible to	Team Leader – Information and Administration		
Location	Council House		
DBS Check	Not Applicable		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		
Special Conditions			

Role Purpose

Based within a generic administration team, responsible for providing effective administration and systems support to the Development Management service area. To provide comprehensive advice, guidance and technical support to customers, visitors and businesses on matters relating to Planning, Building Control, Local Land Charges and Street Naming and Numbering.

Role Responsibilities

Duties will be specified and assigned across the work areas of the team by the Team Leader. Such duties include:

General Duties

- Respond to a range queries and correspondence including any necessary liaison with internal and other departments of the Council, to resolve outstanding queries and issues.
- To assist in the robust maintenance and update of registers, records and information to ensure that statutory responses to the authority's Planning, Building Control, Land charges and Street Naming and numbering functions are delivered in a timely and accurate way.
- To provide technical support, to Planning and Building Control staff by reading interpreting and discussing construction drawings. This will require the use of a scale rule.
- To input and maintain data systems accurately scanning, plotting and capturing properties on to the GIS Mapping system, further displaying them on the internet in support of planning, Building Control and street naming and numbering registers.
- To determine the street naming and numbering applications, to be responsible for the numbering of properties and liaison with the developers to ensure we are working in line with the Council's policy guidelines.
- To support the service in distributing information to managers within service area ensuring deadlines are met and that information is processed in accordance with relevant Data Protection legislation (e.g. GDPR).
- To ensure that all areas of work comply with relevant rules, regulations and legislation.

Other specific duties may include:

Systems and Information

- To provide systems administration and support to accurately maintain and record information using a range of systems, software and web-based applications including:
 - Intranet and internet web applications
 - Oracle Financials software
 - Idox Uniform system
 - MS Office packages
- To provide public sewer record checks and determine application submissions in accordance with Building Control legislation.
- To liaise and provide administrative support for marketing and promotion events, activities and seminars. This will include organising and booking the venue, catering arrangements etc. and processing orders and payments using the finance system.

Land Charges

- To undertake CON 29 (Enquiries) search results for official and personal searches; and these are delivered in line with all statutory functions, relevant legislation, and audit requirements, adhering to strict timescales and deadlines ensuring objectives are met and evidenced.
- To calculate fees for Street Naming and Numbering, Land Charges applications including processing cheques and taking online payments and recording them in line with the financial regulations.
- Working with other key officers, including officers from partner organisations such as the Land Registry to gather and collate monitoring data, as well as full supporting evidence to meet requirements.

Other:

- To exercise responsibility for personal development and undertake in-service training as required and to lead and participate in developing and training of internal colleagues.
- Any other appropriate duties as and when required.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	GCSEs Grade A-C (9-4) English & Mathematics or equivalent Or NVQ Level 2 in administration	NVQ Level 3 in Administration or Land Charges	Application Form Certificates
	A willingness to undertake and complete relevant qualifications and training as appropriate (e.g. Level 3 in Land Charges)	ECDL2, RSA Clait or equivalent	Application Form Certificates
Experience & Knowledge	Previous administration experience, able to demonstrate use of general office systems and procedures.	Experience of Land charges processes, systems and GIS	Application Form Interview
		Knowledge of Planning and Building Regulations	Application Form Interview
	Experience of financial administration	Oracle finance and/or general accountancy knowledge	Application Form
	Experience of working within a customer service environment.		Application Form Interview
	Experience and knowledge of using computer systems, software and applications, including Microsoft Office (or similar)	Setting up and maintaining manual and electronic filing systems. Experience of using IDOX Uniform packages	Application Form
	Experience of using databases		Application Form
	Experience analysing data and presenting it in an understandable format for non-specialists.	A general understating of the GDPR regulations	Interview
Skills & Abilities	Ability to effectively communicate with customers, responding to queries verbally and in writing.		Interview

	Ability to input and manage data securely; to scan, redact and publish information on to website.		Interview
	Ability to read and interpret mapping geographical information and update where required.	Ability to create and modify geographic data from a variety of sources (text files hard copy maps, emails).	Interview
	Ability to plan, organise and prioritise workload to meet deadlines		Interview
	Accuracy and attention to detail with the ability to work methodically to ensure information provided is complete and correct.		Interview

Core Behaviours	Excellence - With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers.		Interview
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working.		Interview
	Trust and Respect - You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.		Interview
	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve.		Interview
	Responsibility - You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.		Interview

Other Requirements	Flexible approach to work and adaptable to a changing environment		Interview
			Interview

Compiled/Reviewed by	Karen Shaw
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Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.