

Context statement

To accompany job description and person specification when required

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Job title: Data and Performance - Technical Support Officer

Generic job description: ES587 c-d; Dorset Grade 7-8. This post is at grade 7.

Directorate/Service/Team: Planning & Building Control (Place)

Organisation Structure

Reporting to: Data and Performance - Technical Support Officer Team Leader

Responsibility for: Providing support to the Development Management and Building Control Team.

Context of Work

The Data and Performance Technical Support team is part of the embedded Business Support team that will work alongside Planning and Building Control.

General duties will include:

1. Develop, produce and maintain performance information required to support the planning and building control teams.
2. Submit the necessary government statistical returns for both planning and building control.
3. Continued development, maintenance and administration of the software systems (and any supporting systems) used in both the planning and building control service area.
4. Provide continued training to all staff on the software use.
5. Develop produce and maintain the Planning and Building Control pages on the Councils website.
6. Respond to FOI requests and non-application related general enquires.
7. Administer any purchasing / invoice requests for planning and building control.
8. Receive, deal with as necessary and distribute communications either by post or in electronic form.
9. Produce good quality information which meets the needs of the user, is easy to understand, reliable, accurate, complete and timely: ensure that data and information are securely stored and confidentiality is maintained where applicable.
10. Observe equality and diversity practices and procedures and promote equal opportunities at all times.

Although the customer is the residents of Dorset, the support team will have a customer type relationship with other stakeholders such as internal directorates, agents, builders and other local authorities and external partners.

Travel Requirement



There is no significant travel requirements for this role. However, you may be required to work from different Dorset Council offices in order to provide resilience to the team.

What are the behaviours and why are they important

There are four behaviours for every member of staff, regardless of role and grade, which reflect DC values, the behaviours are: Responsibility, Respect, Recognition. By embodying these behaviours we are able to work collaboratively together as one team.

Behaviours are all about how we do things, what we say and how we say it, how we treat others and how we expect to be treated. When used alongside our vision and values, they help us all achieve our goals and targets and gain reward, enjoyment and satisfaction from our work. Each member of staff should demonstrate behaviours consistent with our values

Context statement prepared by:			
Manager		Date	