



## MONMOUTHSHIRE COUNTY COUNCIL REGULATORY SERVICES

### JOB ADVERTISEMENT

<b>ROLE:</b>	Temporary Customer Services Officer – Maternity Cover		
<b>POST NO:</b>	RDC31		
<b>GRADE:</b>	Band D SCP 17 - 21	£17,372 -	£19,742 per annum
<b>LOCATION:</b>	County Hall, Usk		
<b>HOURS:</b>	37 hours per week		

The Authority is looking for a suitable person to undertake the role of Customer Services Officer.

Based at the authorities new offices in Usk, the successful applicant will carry out application processing & publication. They will provide general support for application, enforcement and appeal functions to all users of the Development Control system to ensure the best development possible.

This temporary position is to cover a maternity leave and will terminate on the return of the substantive post-holder.

**Date for Completed Application forms: 12 noon Friday 6<sup>th</sup> February 2015**

For an informal discussion about this post please contact either Tracey Hacker (01633 644222 or [traceyhacker@monmouthshire.gov.uk](mailto:traceyhacker@monmouthshire.gov.uk)) or Kim Lloyd (01633 644818 or [kimlloyd@monmouthshire.gov.uk](mailto:kimlloyd@monmouthshire.gov.uk))

**Please note that we are not able to accept CVs**

Application forms can be obtained from: -

- [www.monmouthshire.gov.uk/jobs](http://www.monmouthshire.gov.uk/jobs)
- Via email to: [employeeservices@monmouthshire.gov.uk](mailto:employeeservices@monmouthshire.gov.uk)

Completed paper application forms should be returned to the following address:-

Employee Services, Monmouthshire County Council, PO BOX 106, CALDICOT, NP26 9AN

Monmouthshire County Council is an equal opportunities employer and welcomes applications from all sections of the community. All posts are open to job-share.



## **MONMOUTHSHIRE COUNTY COUNCIL REGULATORY SERVICES – DEVELOPMENT CONTROL**

### **IMPORTANT INFORMATION**

**ROLE:** Temporary Customer Services Officer – Maternity Cover  
**POST NO:** RDC31

It is hoped that the attached role profile will help you to decide whether or not you wish to apply for this vacancy.

It is in a different format to that traditionally used and your views on what you like / dislike or find useful or not is important to us. Regardless of whether or not you decide to apply, if you would like to give feedback on this role profile, please email: [sueboucher@monmouthshire.gov.uk](mailto:sueboucher@monmouthshire.gov.uk) marking the subject line as “Feedback on RDC31 Role Profile”.

Finally, if you feel that this role is for you, you will need to tell us on your application form. In the section titled “Experience and Other Information”, it is important that you use this space to tell us how your attitude, skills, experience and ability relate specifically to this role.

Thank you in advance for any feedback you wish to give and good luck with your application, should you decide to apply.

Best Wishes

Sue Boucher  
Personnel Officer



## MONMOUTHSHIRE COUNTY COUNCIL REGULATORY SERVICES

### ROLE PROFILE

**ROLE:** Customer Support Officer  
**POST NO:** RDC31  
**SECTION :** Development Control  
**GRADE:** Band D SCP 17 – 21 £17,372 - £19,742 per annum  
**LOCATION:** County Hall, Usk  
**HOURS:** 37 hours per week

**RESPONSIBLE TO:** Development Control Business Manager.

#### **The Development Control Support Team.....Who are we:**

- We are the team that support the Planning & Enforcement processes
- Our primary objectives are to:
  - Carry out application processing & publication
  - Provide general support for application, enforcement and appeal functions.

#### **Our Purpose:**

- Is to support all users of the Development Control system to ensure the best development possible.

#### **The Purpose of this Role:**

- To provide telephone and reception service for all customers of Development Control
- To help update and maintain the various IT systems used by the department
- To carry out application processing, including the scanning and publication of all records onto the Monmouthshire website

#### **Managers Expectation of this Role:-**

As the Development Control Business Manager, I manage the Development Control Support Team, as well as providing general process and systems expertise for the whole Development Control Team (Planning, Conservation & Enforcement)

Here's what I am looking for from this role:

- I want you to be reliable and good at timekeeping – you will be one of four officers who operate a 'Help Desk' service and the phones which are the primary point of contact for many of our service users need to be manned during office hours (Currently 9:00 to 5:00 Monday to Thursday and 9:00 to 4:30 on a Friday).
- I want you to be able to communicate clearly both over the phone, via e-mail and face to face. Many of the users we support are unfamiliar with the system, processes and regulations and require support and guidance in numerous planning matters.
- You will need to have patience and remain calm in tricky situations as some people have more knowledge than others when they raise a query.

- I need you to be clear and effective in the way that you communicate with your colleagues so that you are aware of what each other is working on and can effectively manage the work coming in and going out. Continual dialogue amongst the team is important so that we are all aware of progress on tasks and can change priorities and provide support to each other if required.
- I need you to be able to build effective working relationships with a wide range of people. The customers of Development Control are very varied from elected members, planning consultants and agents, members of the public to internal departments and specialist bodies such as Natural Resources Wales. Understanding their part in the planning process and their needs is key to providing an effective service.
- I need your work to be accurate, timely and for you to understand the impact on our customers.
- I need you to be able to use your knowledge of the authority and system (after you are in post for a period) to assess information you are being given to undertake the appropriate action. You will receive many enquiries and requests and you need to know which course of action to take to meet the needs.
- I need you to be adaptable and able to easily learn new processes. One of the good things about working in this team is that systems and processes are always changing, and you will be involved in shaping and experimenting with new processes.
- I want you to be willing to contribute innovatively to our team and have the confidence to raise any issues. With your ability to 'Think outside the box', you won't work in isolation, and you will need to ensure that you draw on other's experience and knowledge effectively and efficiently.
- You will have both investigative and perseverance skills. You will frequently be interrogating the systems to delve for more information, as enquiries very often vague and not supported by much information, and sometimes that information is incorrect.
- The significant amount of our work involves the use of IT, M3 Planning system, GIS systems, specialist scanning equipment and publication of applications on the Councils website as well the various Microsoft packages. Good IT skills are important within this role.
- I need you to be resilient. The "bread and butter" tasks are driven by the volume of calls, applications, appeals and enquiries that come in, which is out of our control. There will be times when the phone doesn't stop ringing and the pile of work seems never ending, or priorities change constantly you don't know if you are coming or going and you'll hear me say 'we'll get there' and we always do.
- I need you to be able to work flexibly, as well as be able to work independently. Whilst Monmouthshire operates an Agile Working policy the nature of the work requires you to be in the Usk office for all of your time.

**Here's what we can provide you with:**

- On the job training to learn the various IT systems and your tasks.
- A "mentor/buddy" to help you settle in and learn the job
- Assistance in development of skills either via one to one training, on the job training and time with various planning colleagues.
- Regular check in check out reviews to discuss progress, development and future objectives.

**What else you need to know.....Monmouthshire Values are:**

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

**In addition:**

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

**Person Specification**

**How will I know if you are the right person for the role? As the successful candidate you will have demonstrated:-**

1. Effective & efficient IT skills (Microsoft Office, Outlook & Internet).
2. A background in a busy administrative customer facing environment.
3. Clear & effective communication skills both written and verbal; an inquisitive mind and desire to provide good customer service.
4. An ability to work well as part of a team including effective team communication and contribution;
5. An ability to establish effective working relationships with a diverse range of people, whilst understanding the person's need and respond accordingly;
6. High levels of accuracy in work and the ability to organise and prioritise work when faced with competing demands.
7. Ability to work well independently and in a flexible manner as per the needs of the service.
8. Understanding and demonstration of a willingness to promote Equal Opportunities

## **Additional Information about the Development Control Team**

### **The Team Structure:**

#### **Roles & Responsibilities within the team:**

- The Development Control Manager's main responsibility is to ensure the efficient and effective processing of planning applications adhering to legislation requirements and to advise on, give permission for and to ensure the best development possible.
- The Development Control Business Manager's main responsibility is ensuring processes are in place for the efficient and effective processing of planning applications adhering to legislation requirements. Together with the efficient and effective operation of the Authorities M3 Planning and Idox Document Management Systems, to meet the needs of the Authority and its users including managing the day to day operations of the systems.
- The Support Officers' main responsibility to undertake data entry and customer support.

#### **What the team say:**

- We work well as a team and it is important that this is maintained going forward. This vacancy is for one Customer Services Officer and there are four Support Officers whose tasks are shared equally; the only way to be effective is to work as a team.
- We support each other. If you are unsure where to start in undertaking a task, it makes our jobs easier in supporting you, if you come to us with your queries as there is a lot to take in at first.
- We deal with so many people from the Chief Executive to a seller/purchaser of a house it's important to have confidence in your abilities as well as being professional and courteous to all.
- Customers generally phone us to chase their application or find out about one in their area. Some conversations can become emotionally charged, it's important to keep your cool, whilst delivering the service to the best of our abilities to all our customers and requesting support from others in the team when required.